

FY15 Angola Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



October 2015



Acknowledgements

The Angola Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Angola country team and the local fielding agency Marktest Angola. In particular, PORG is grateful for the support from Rafael Saute (Senior Communications Officer) who coordinated the survey related activities from Maputo, Mozambique, Domingas de Fatima Rego Pegado (Program Assistant) and Jesus Alberto Lino (Facilities Assistant) in Luanda, Angola.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Angola perceive the WBG. The survey explored:

- *General Issues Facing Angola*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Angola*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to July 2015, 386 stakeholders of the WBG in Angola were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 91 stakeholders participated in the survey (24% response rate).

Some respondents received and returned the questionnaires via email. Some others completed the questionnaires on the phone or online. Respondents were asked about: general issues facing Angola; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Angola; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

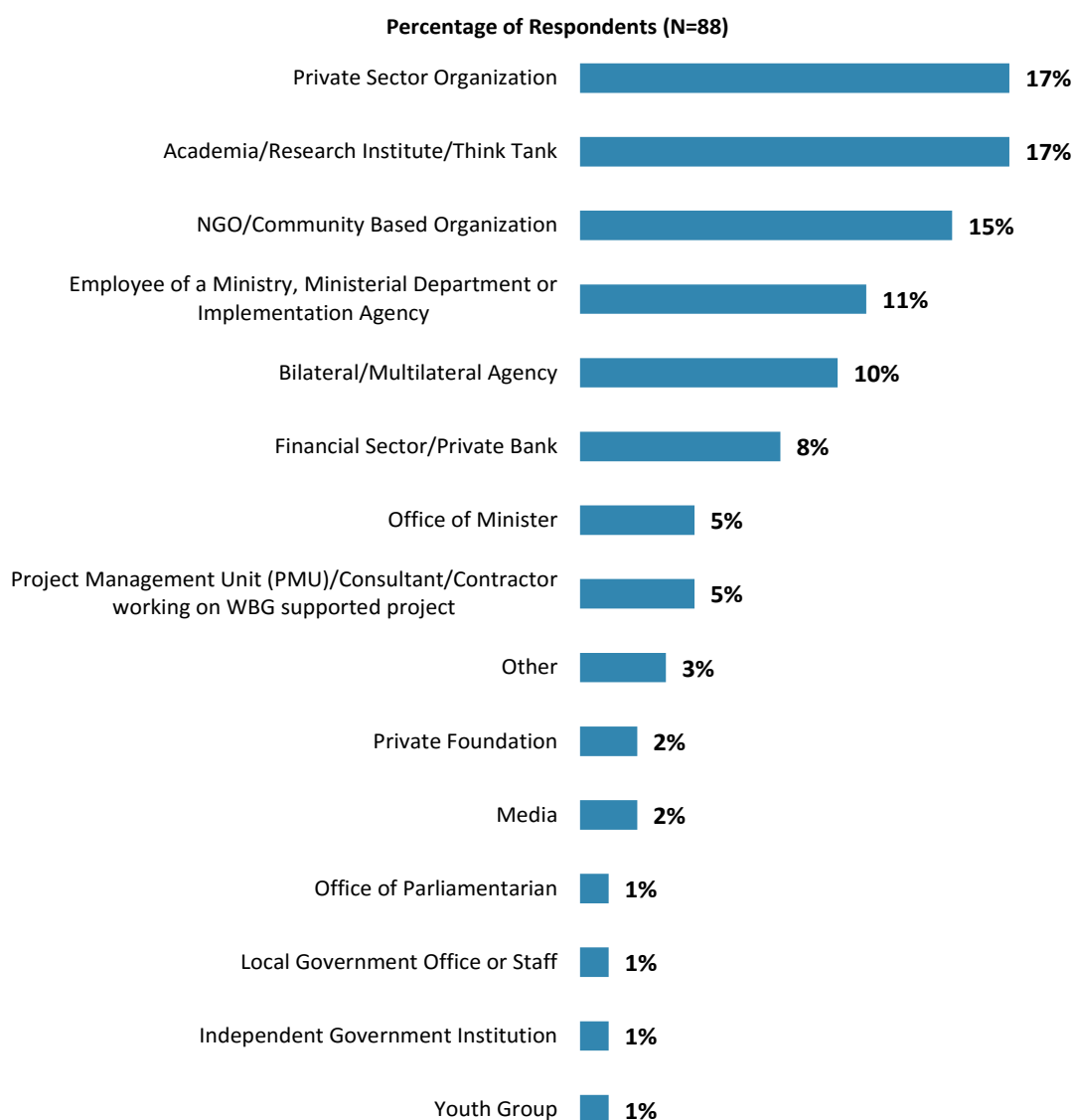
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 20%, N=119). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 96).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from ministries/ ministerial departments/implementation agencies, PMUs, and consultants working on WBG projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from non-profit organizations/community based organizations, private foundations, and youth groups were combined in the “CSO” category. Few respondents from the office of a minister, office of a parliamentarian, local governments, bilateral/multilateral agencies, media, independent government institutions, and other organizations were included in the “Other” category. Note that there were no respondents from the Office of the President/Prime Minister, trade unions, faith-based groups, or the judiciary branch.

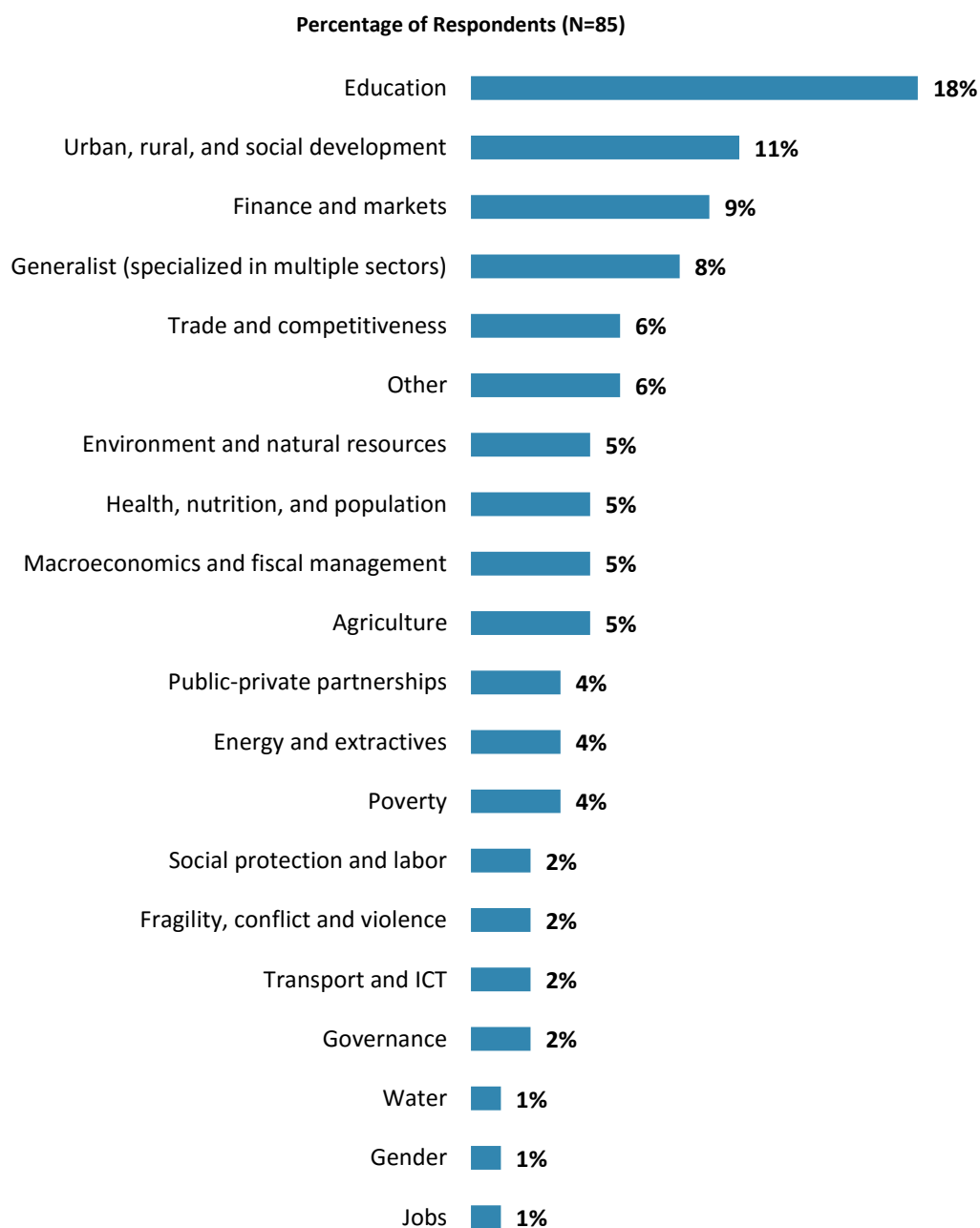


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



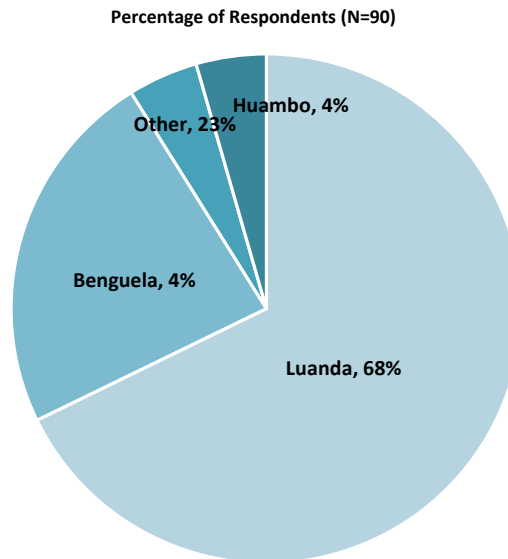
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

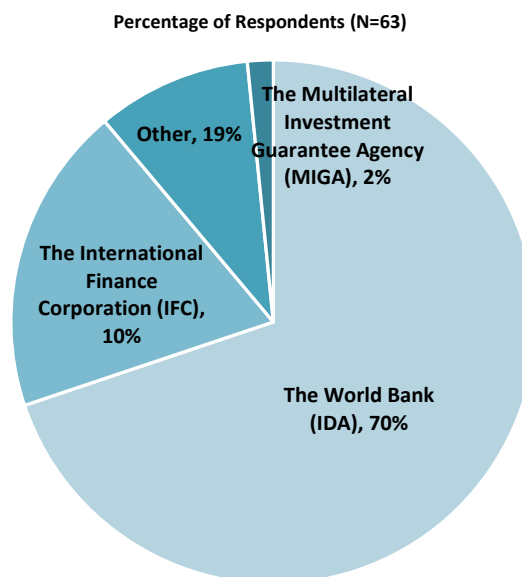
Geographic locations

- For further analysis, respondents from Benguela, Huambo, and other locations were combined as “Other.” For more details of the comparison between geographic locations, please go to appendix C (page 87).



"Which best represents your geographic location?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

Exposure to Agencies within the World Bank Group



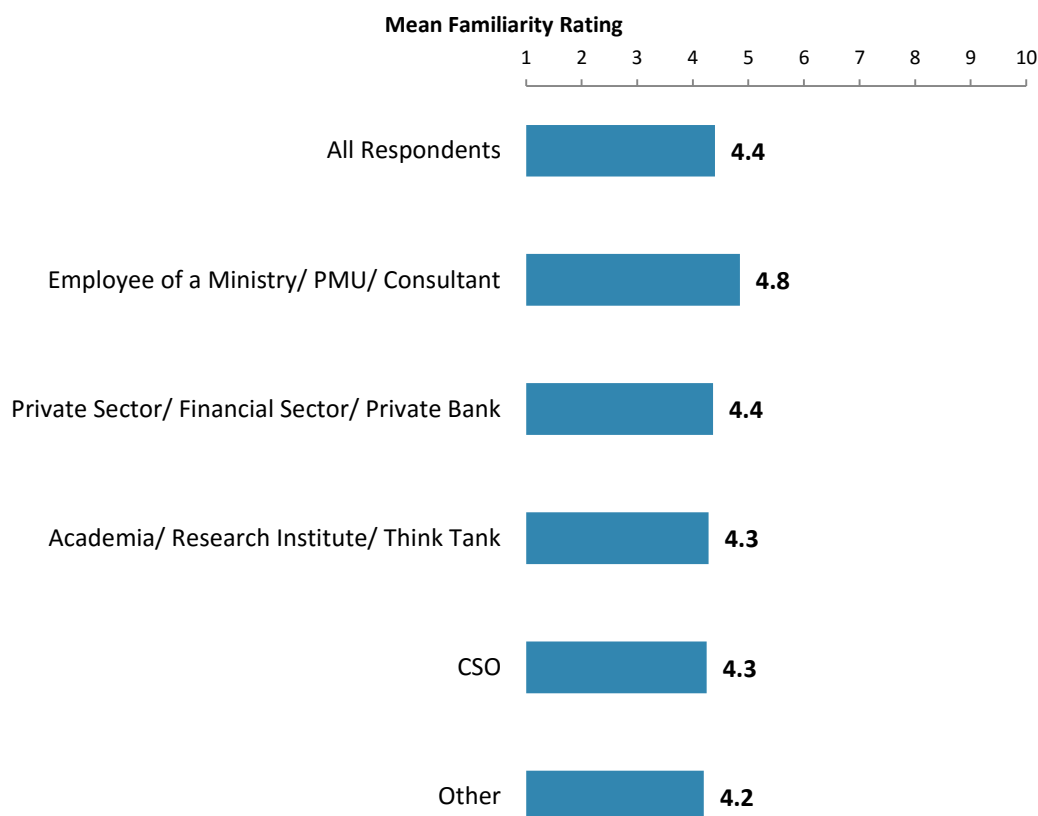
"Which of the following agencies of the World Bank Group do you primarily engage with in Angola?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY'12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 4.5; weighted mean in FY'12 = 5.0)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Angola, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Angola.



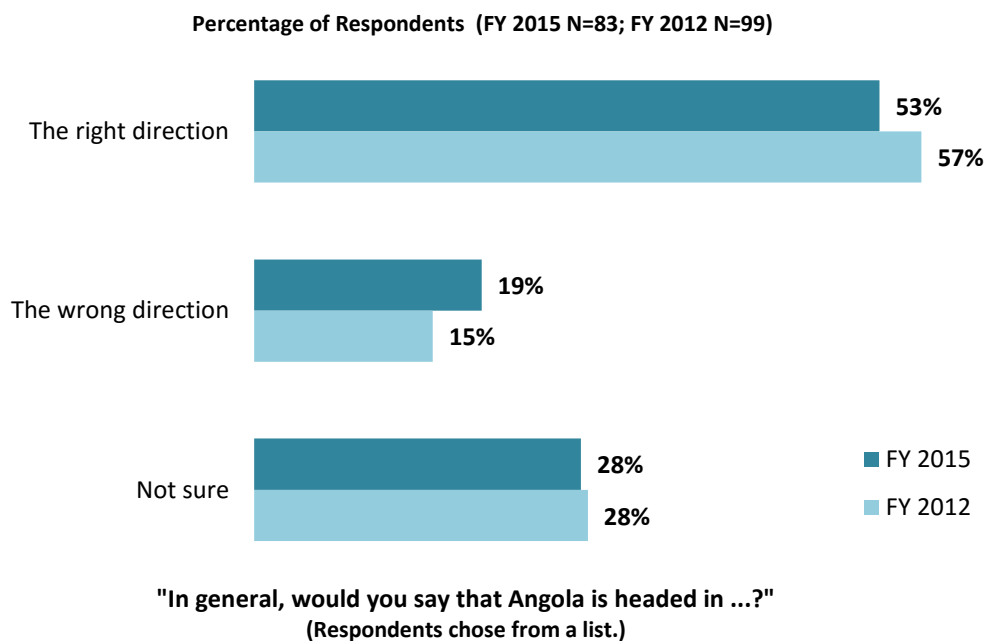
"How familiar are you with the work of the World Bank Group in Angola?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹ Please refer to Appendix E (page 96) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Angola

Headed in the Right Direction²



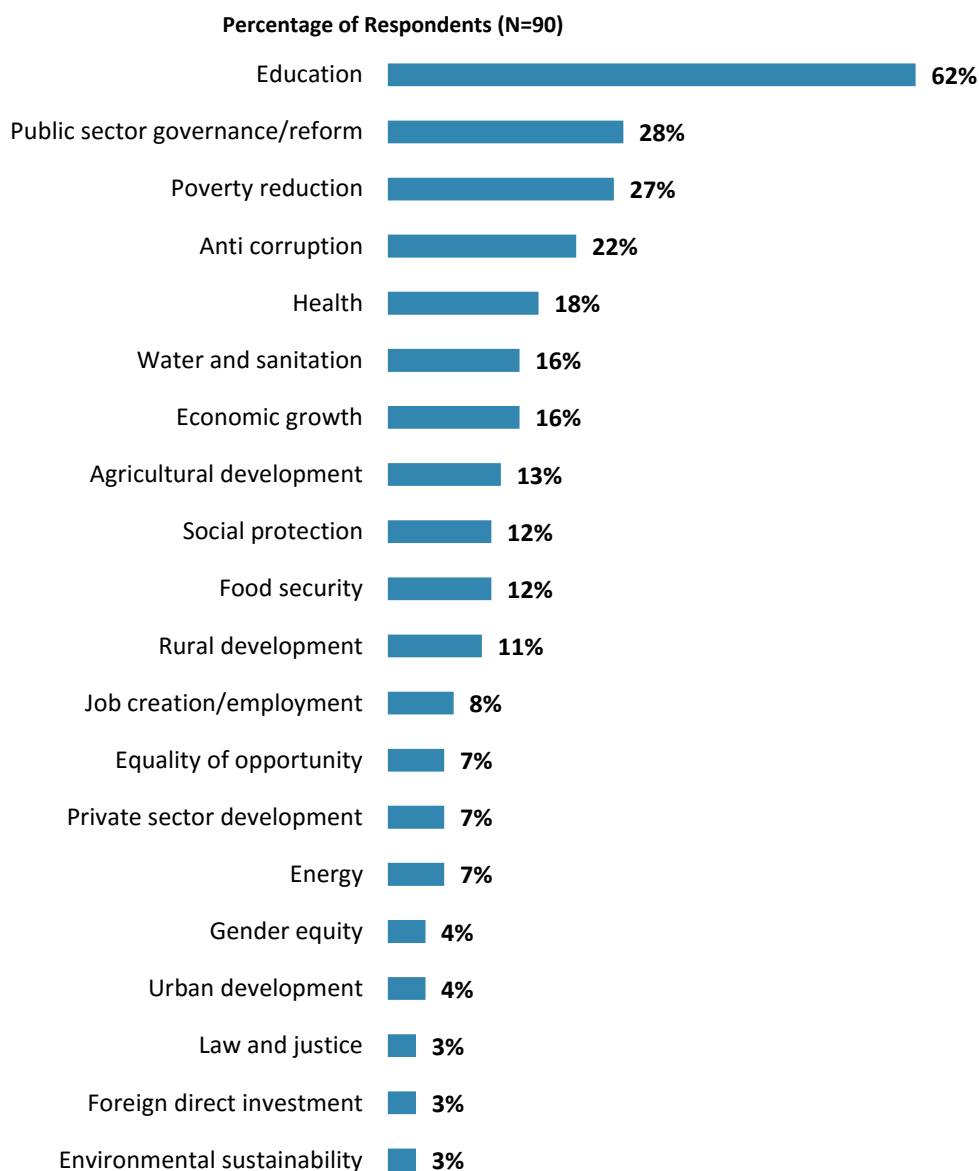
²All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing Angola (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in Angola were “*education*” (62%), “*poverty reduction*” (33%), and “*health*” (21%).



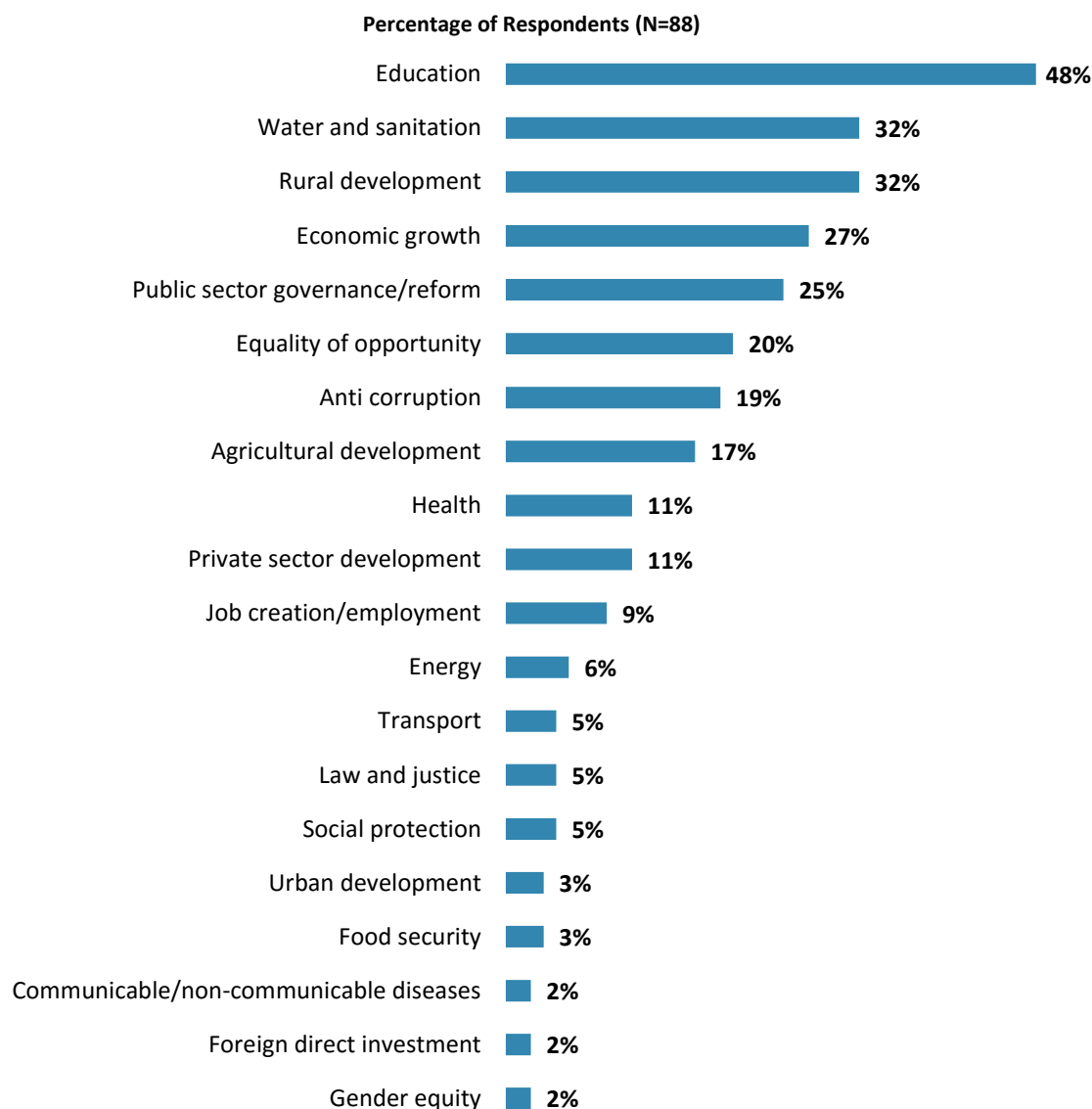
"Listed below are a number of development priorities in Angola. Please identify which of the following you consider the most important development priorities in Angola. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



IV. General Issues Facing Angola (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Angola were “*education*” (49%), “*water and sanitation*” (30%), and “*agricultural development*” (29%).



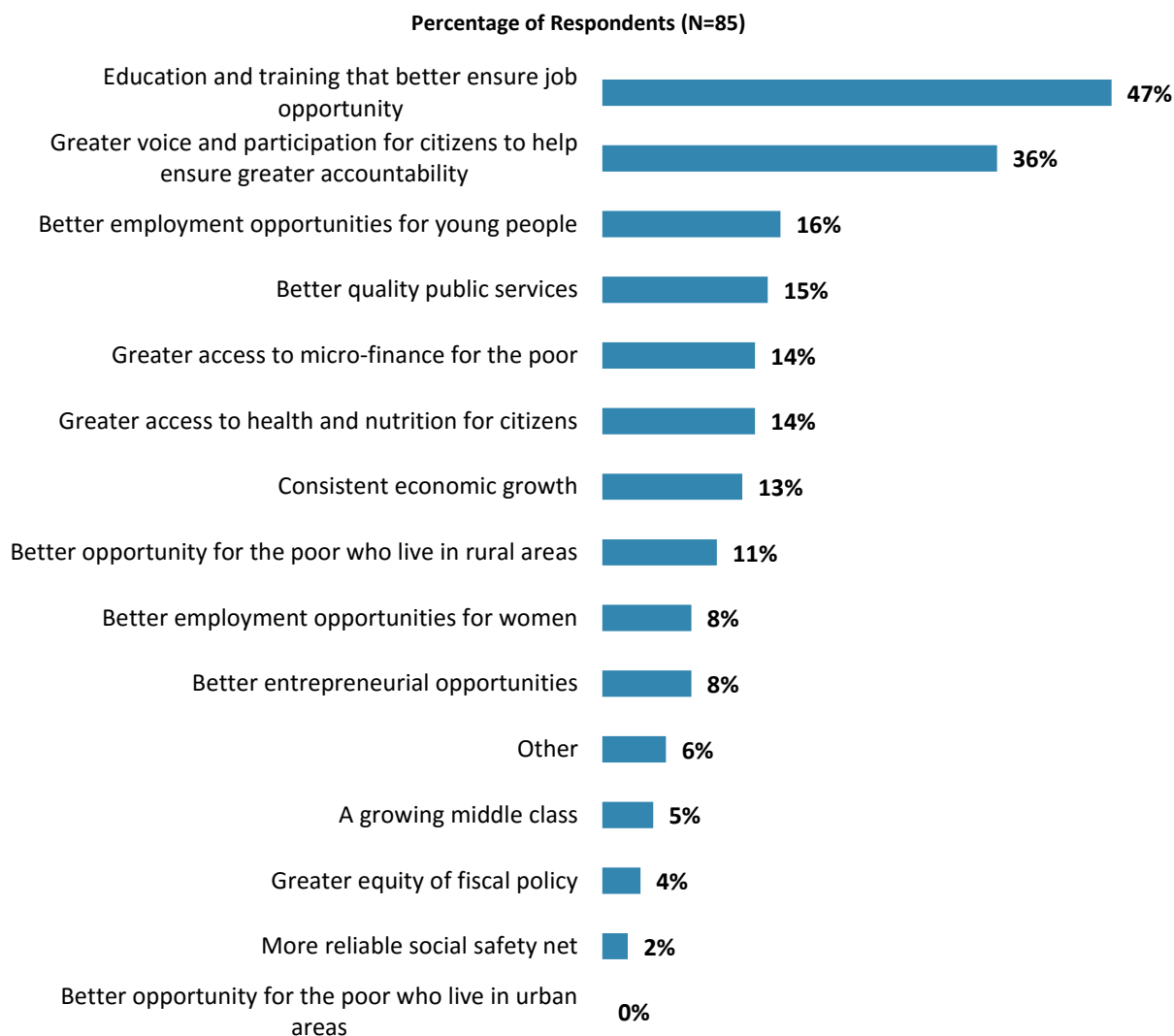
"Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



IV. General Issues Facing Angola (continued)

Factors Contributing to “Shared Prosperity”



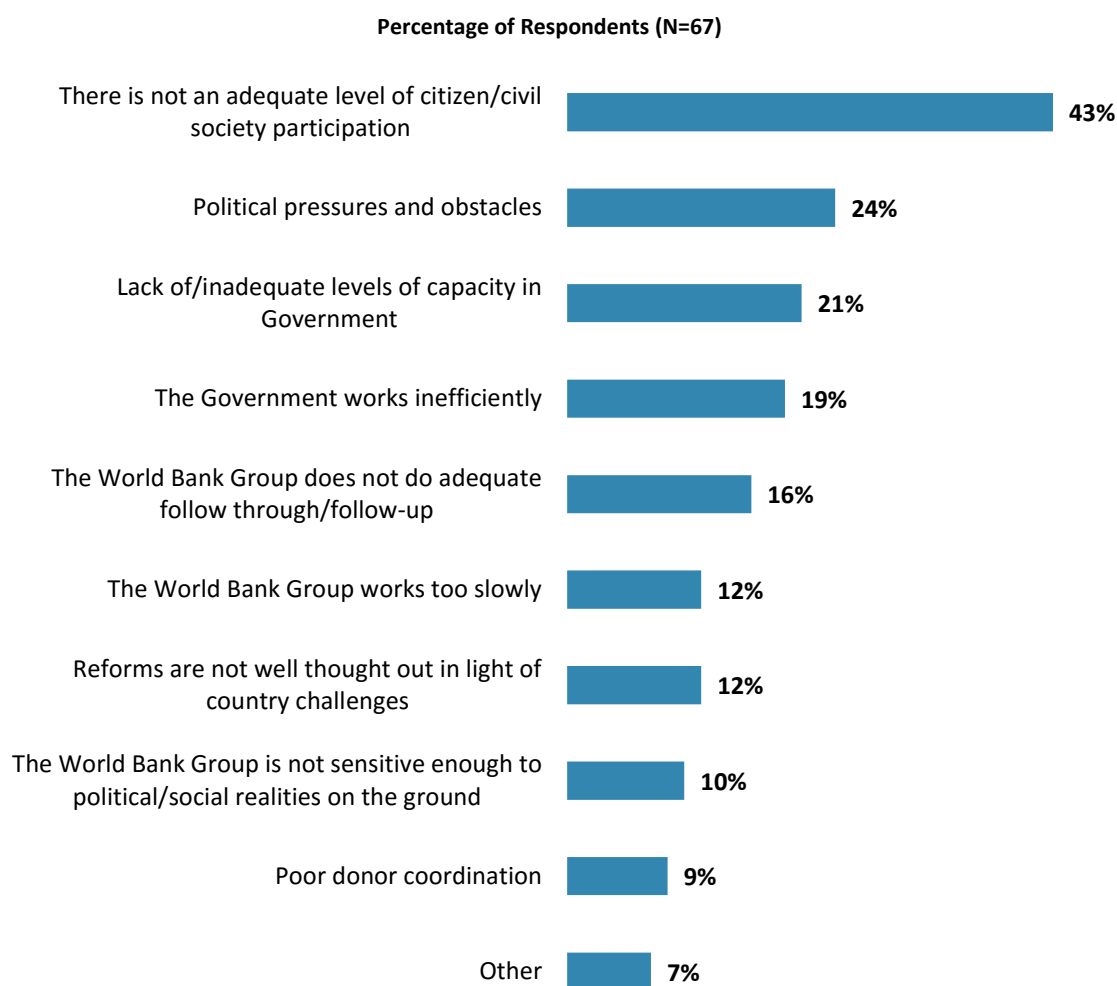
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Angola? (Choose no more than TWO)"



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to the following: “*there is not an adequate level of citizen/civil society participation*” (45%) and “*reforms are not well thought out in light of country challenges*” (31%).
- **Stakeholder groups:** Among this year’s respondents, respondents from CSO, consultants on the WBG projects, and employees of ministries/PMUs were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” compared to respondents from other stakeholder groups.



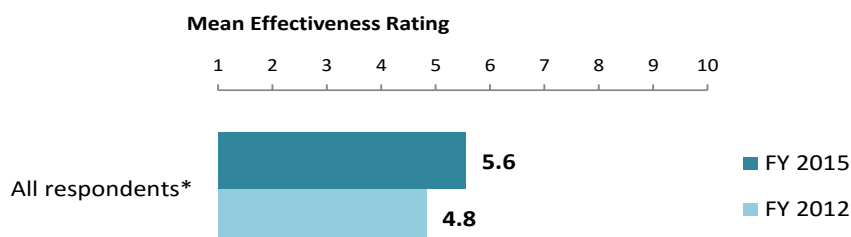
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group (continued)

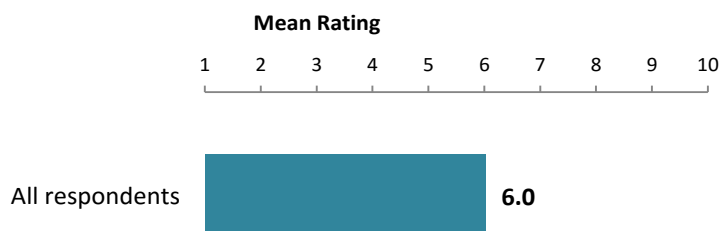
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

The World Bank Group's Overall Effectiveness³ (Indicator Question)



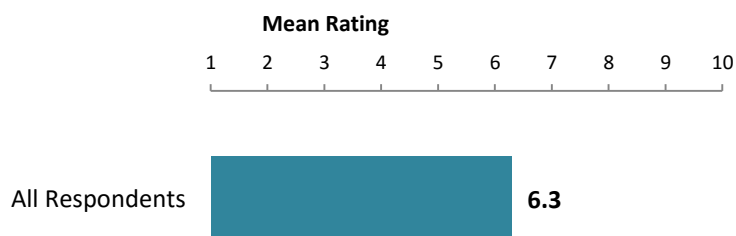
"Overall, please rate your impression of the World Bank Group's effectiveness in Angola."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2015 and FY 2012)

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Angola?" (1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Angola solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

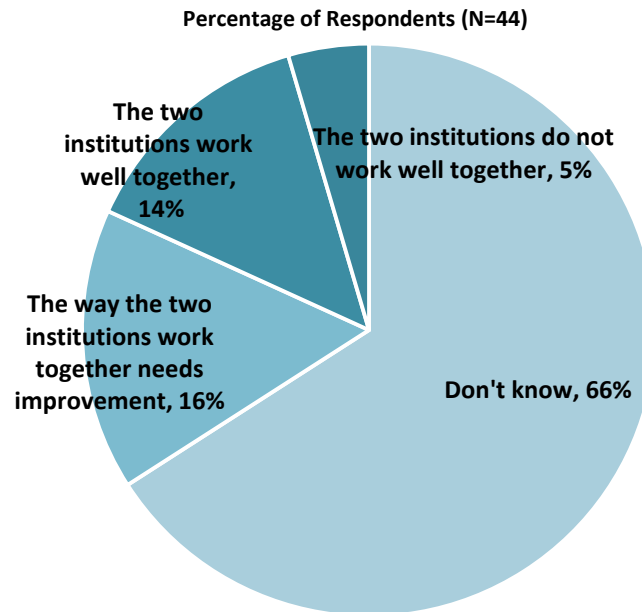
³All means presented in this chart were calculated based on weighted data from FY'15 and FY'12.



V. Overall Attitudes toward the World Bank Group (continued)

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



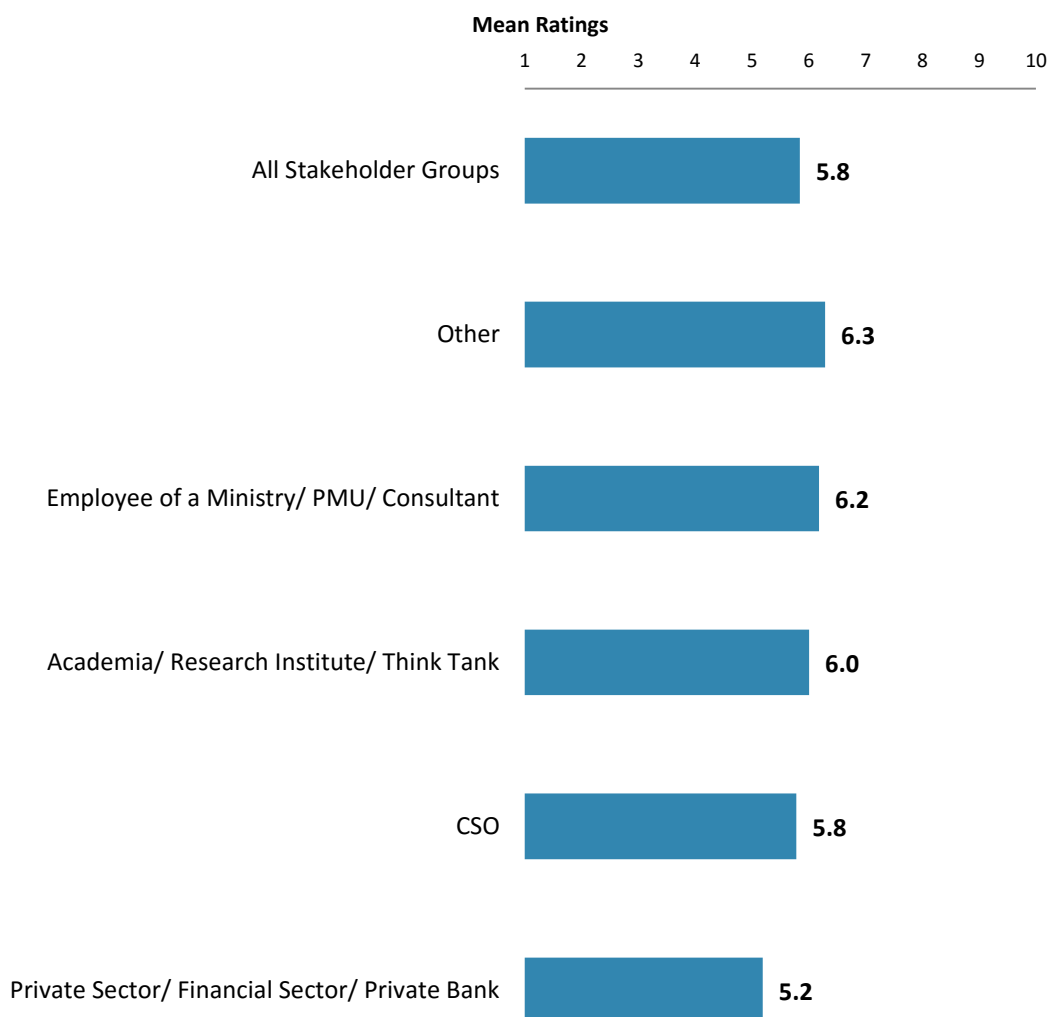
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Angola?” (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding.)



V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups⁴

- **Stakeholder groups:** respondents across stakeholder groups gave statistically similar overall ratings for the twenty five indicator questions.



Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

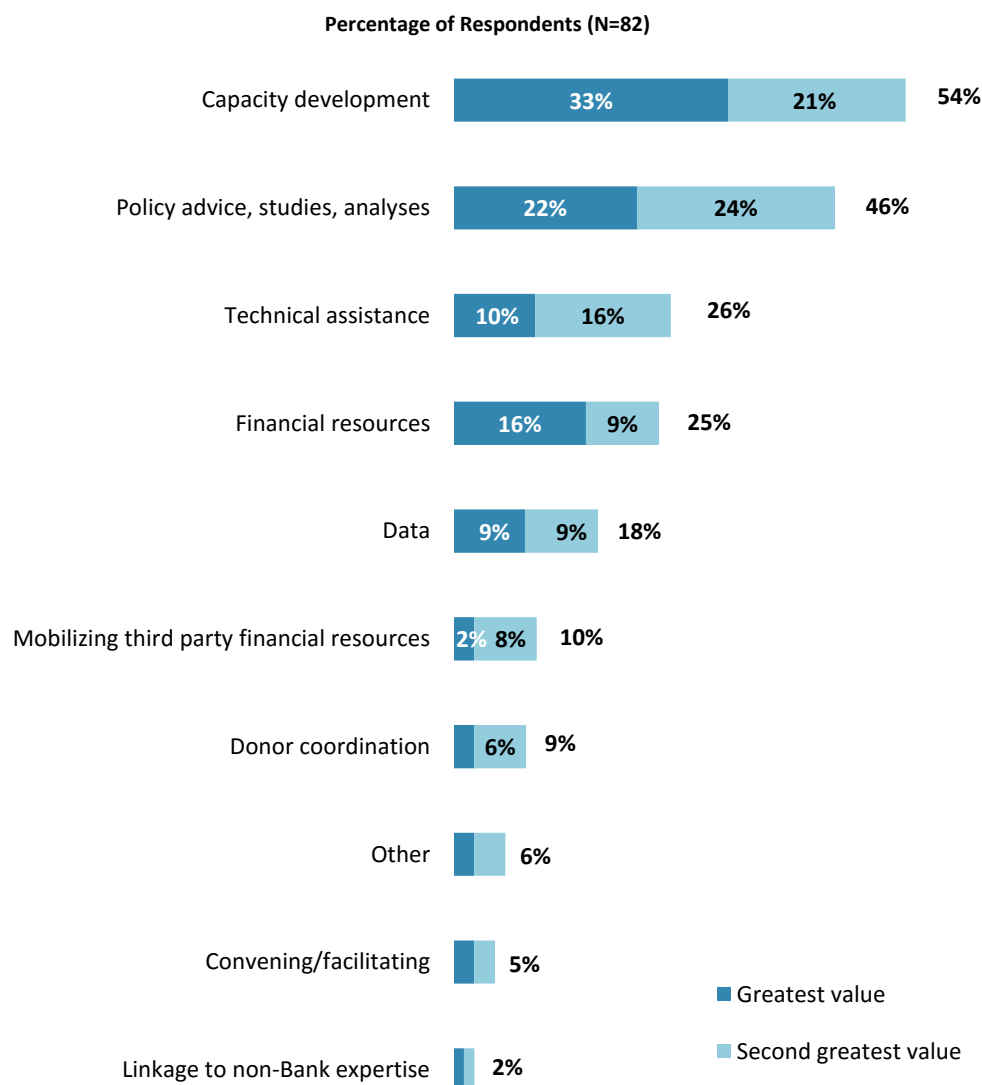
⁴ Responses to all twenty five indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 100).



V. Overall Attitudes toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest value to Angola was its "*financial resources*" (46%).



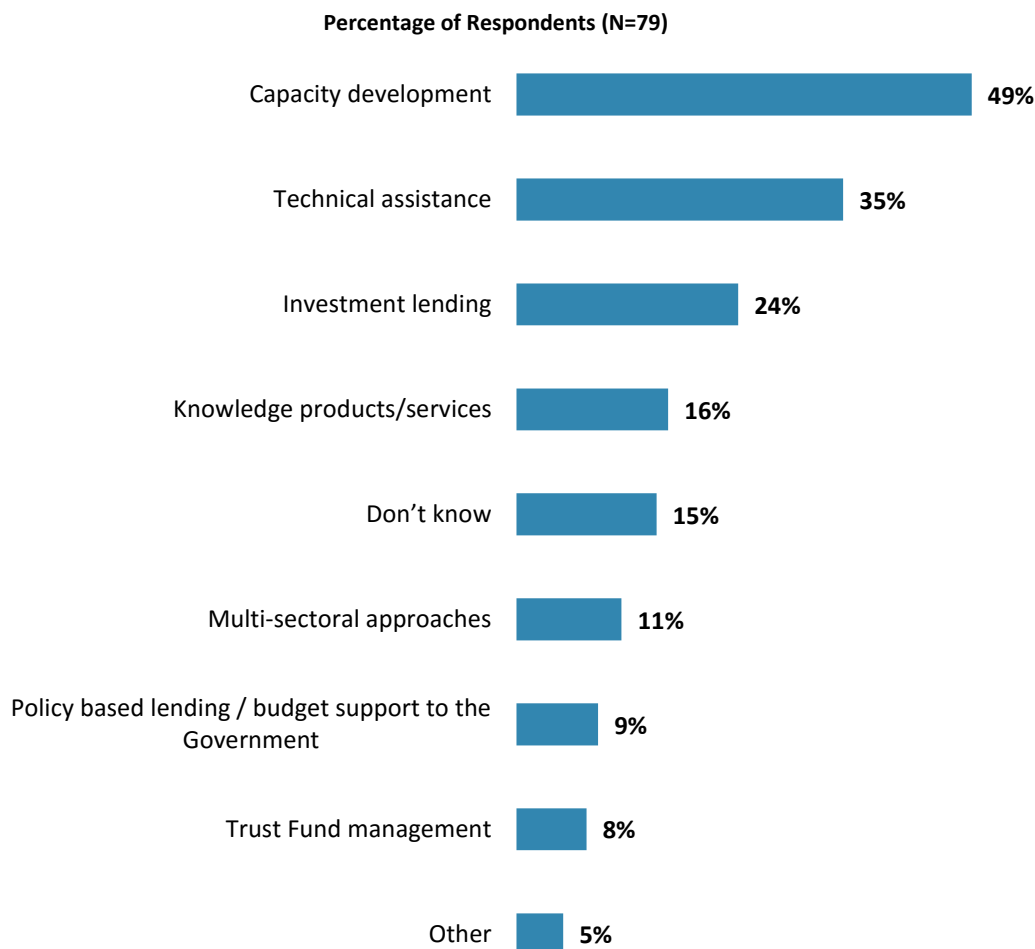
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group (continued)

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the FY'12 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Angola were “*technical assistance*” (54%) and “*capacity development*” (50%).

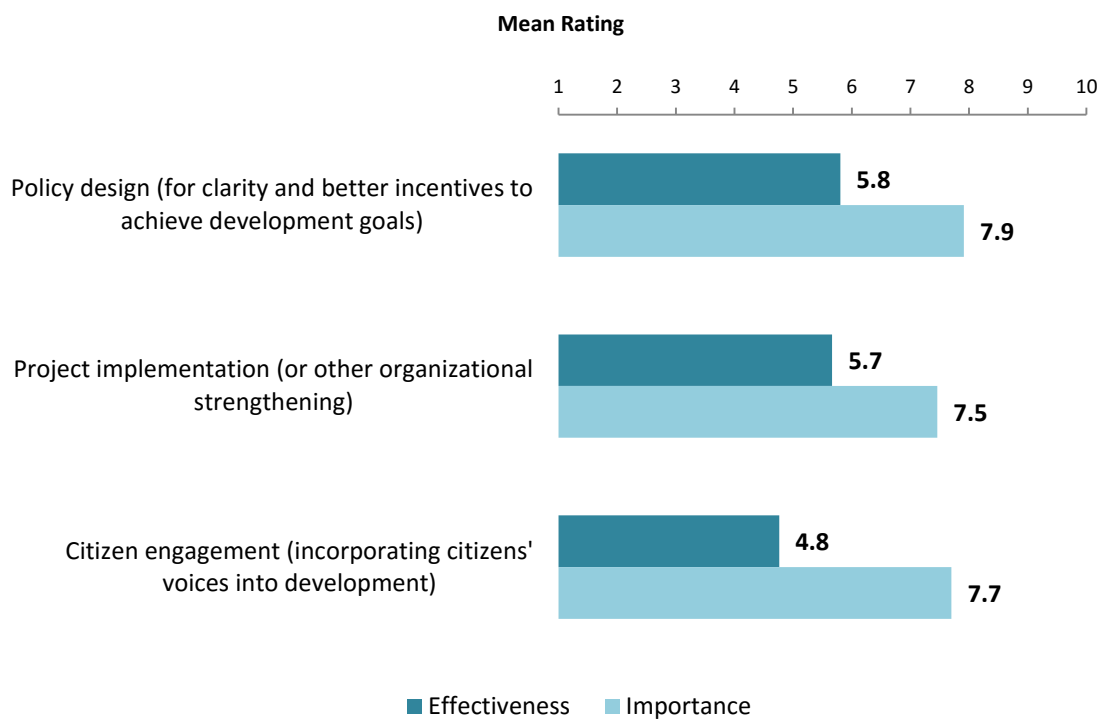


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Angola? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group (continued)

Importance and Effectiveness of WBG's Capacity Building Work



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Angola?"
(1 - "Not effective at all", 10 - "Very effective")

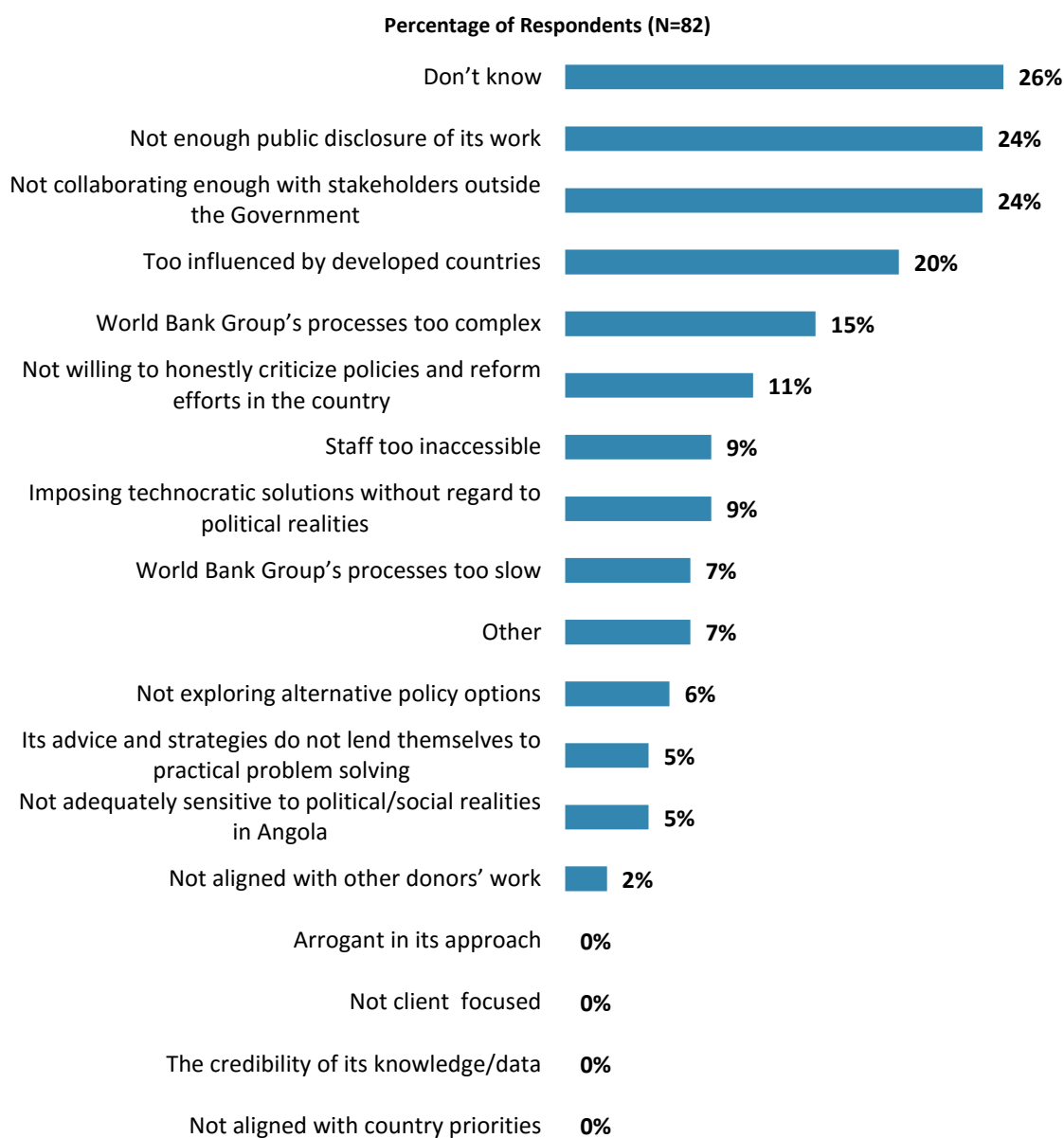
"When thinking about how to improve capacity building in Angola to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



V. Overall Attitudes toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Angola were being "*not enough public disclosure of its work*" (38%) and "*too bureaucratic in its operational policies and procedures*" (37%).

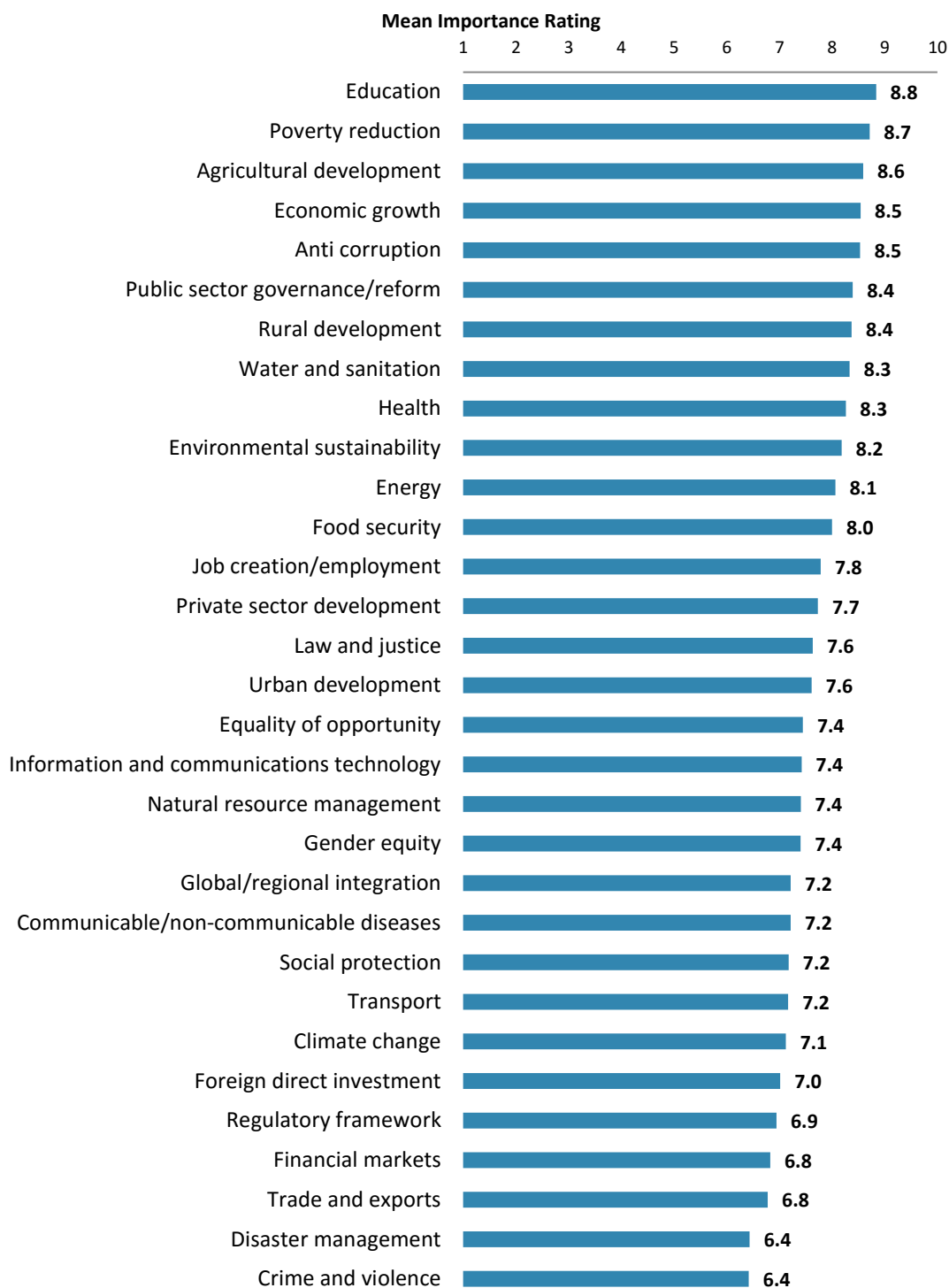


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

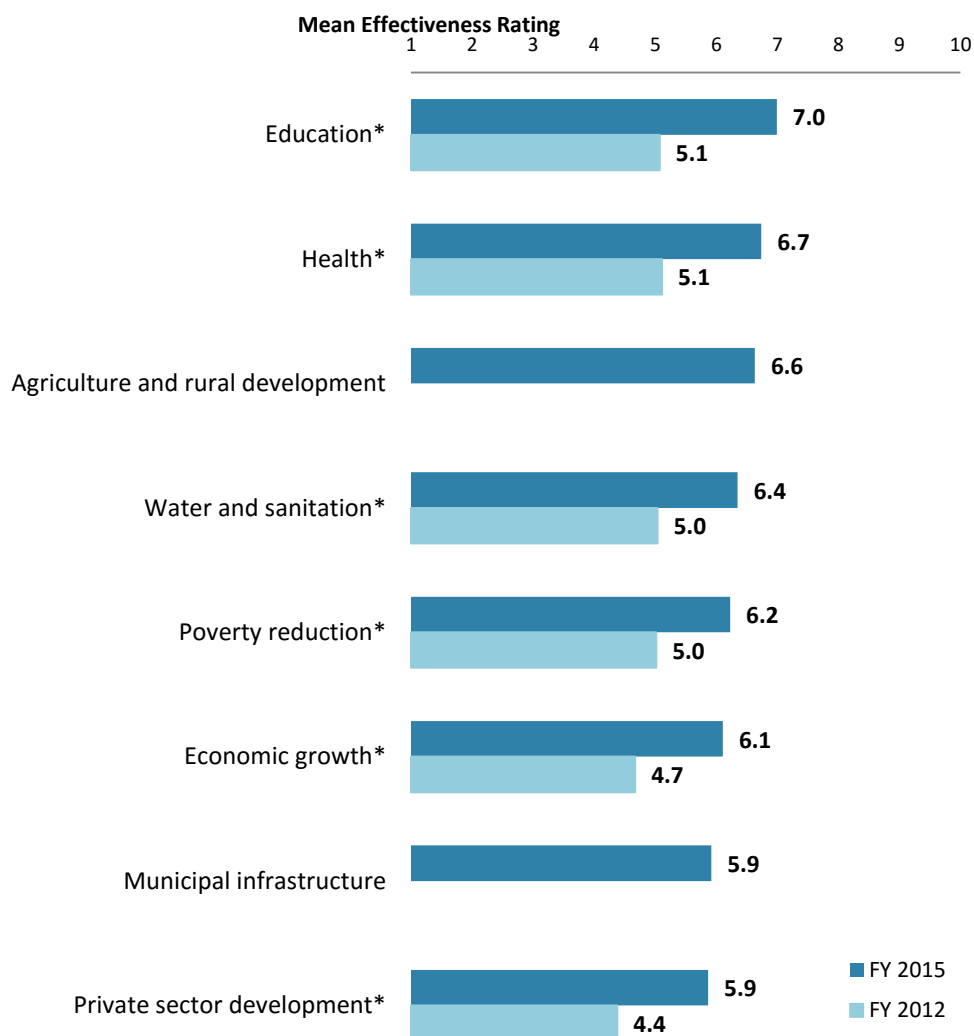


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Angola?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



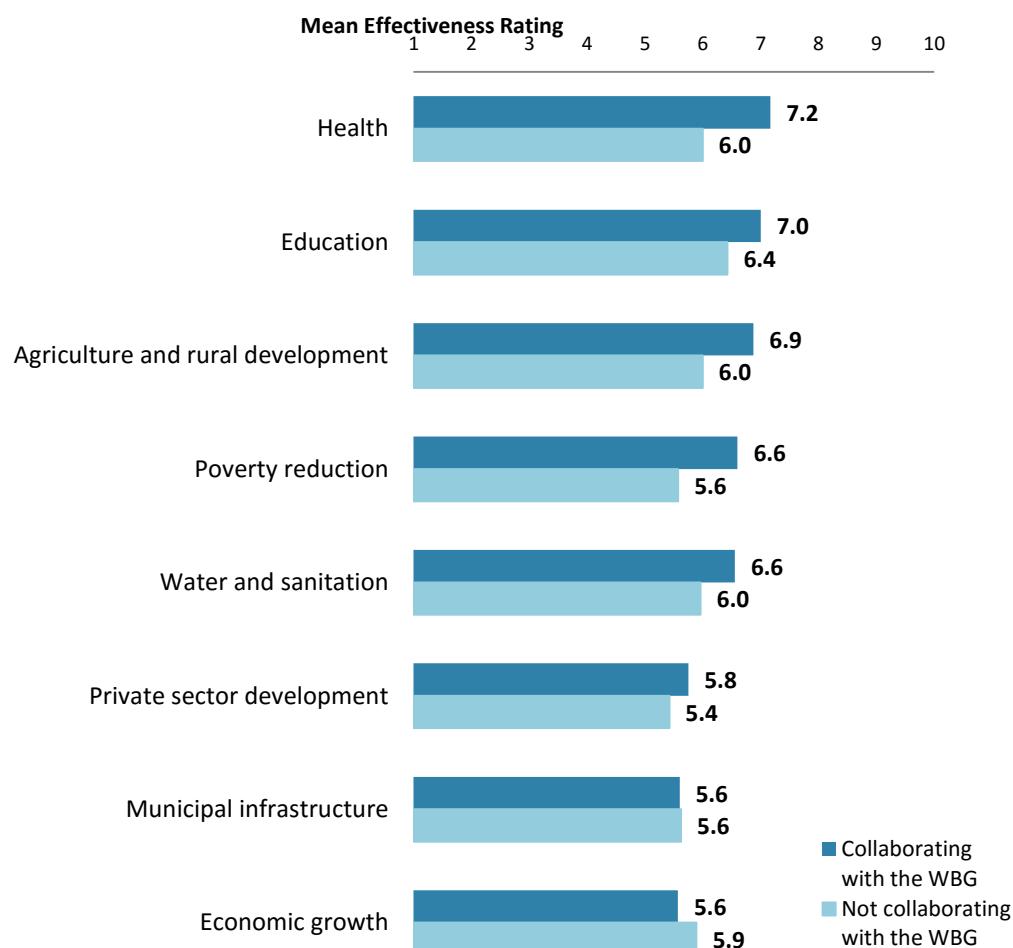
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Angola?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

⁵All means presented in this chart are calculated based on weighted data. See Appendix E for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



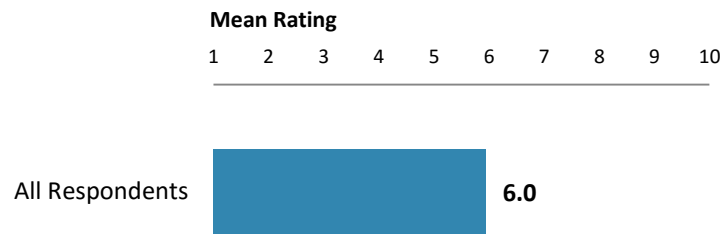
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Angola (1-"Not effective at all", 10-"Very effective")

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 51) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



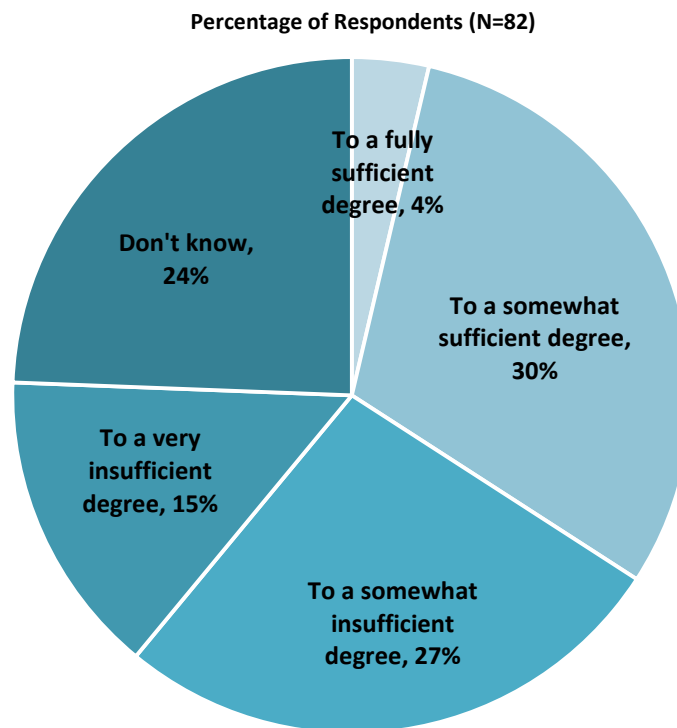
VI. Sectoral Importance and Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Angola?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Angola?" (Respondents chose from a list.)



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Angola, bivariate correlational analyses were conducted using respondents' ratings of the eight specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

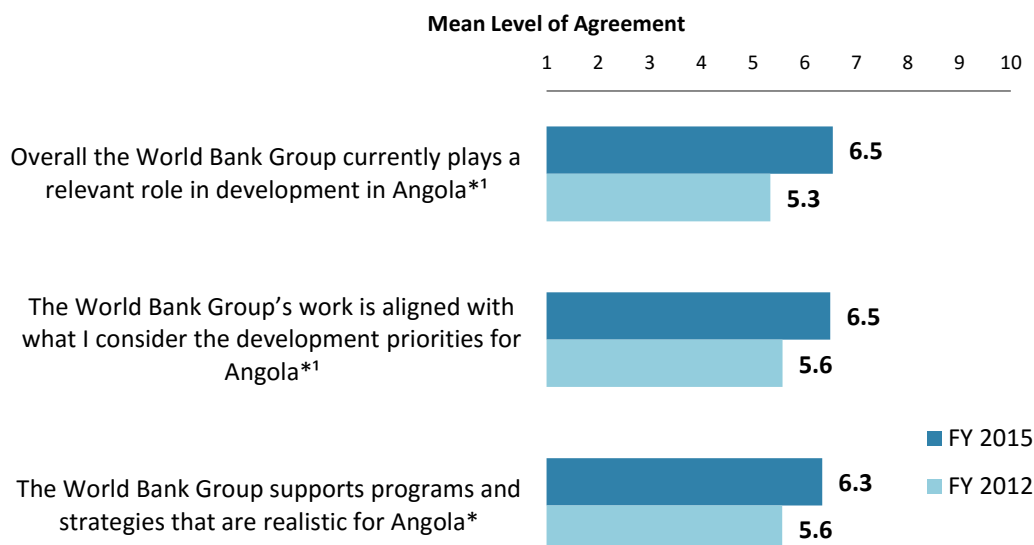
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Angola. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at water and sanitation; and
 - The WBG's effectiveness at health.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Angola, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at agriculture and rural development;
 - The WBG's effectiveness at water and sanitation; and
 - The WBG's effectiveness at education.



VII. How the World Bank Group Operates

The World Bank Group's Work in Angola: Year Comparison⁷

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement with all of the three statements below compared to respondents in the FY12 Country Survey.



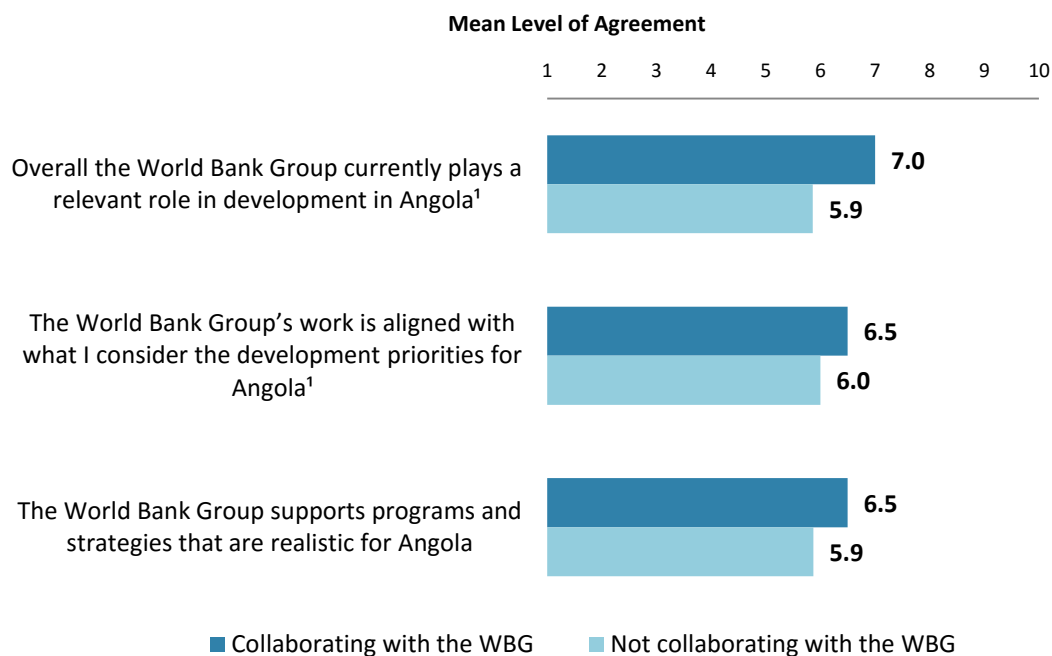
"To what extent do you agree with the following statements about the World Bank Group's work in Angola?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY2015 and FY2012)
Indicator Question

⁷ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Angola: Collaboration



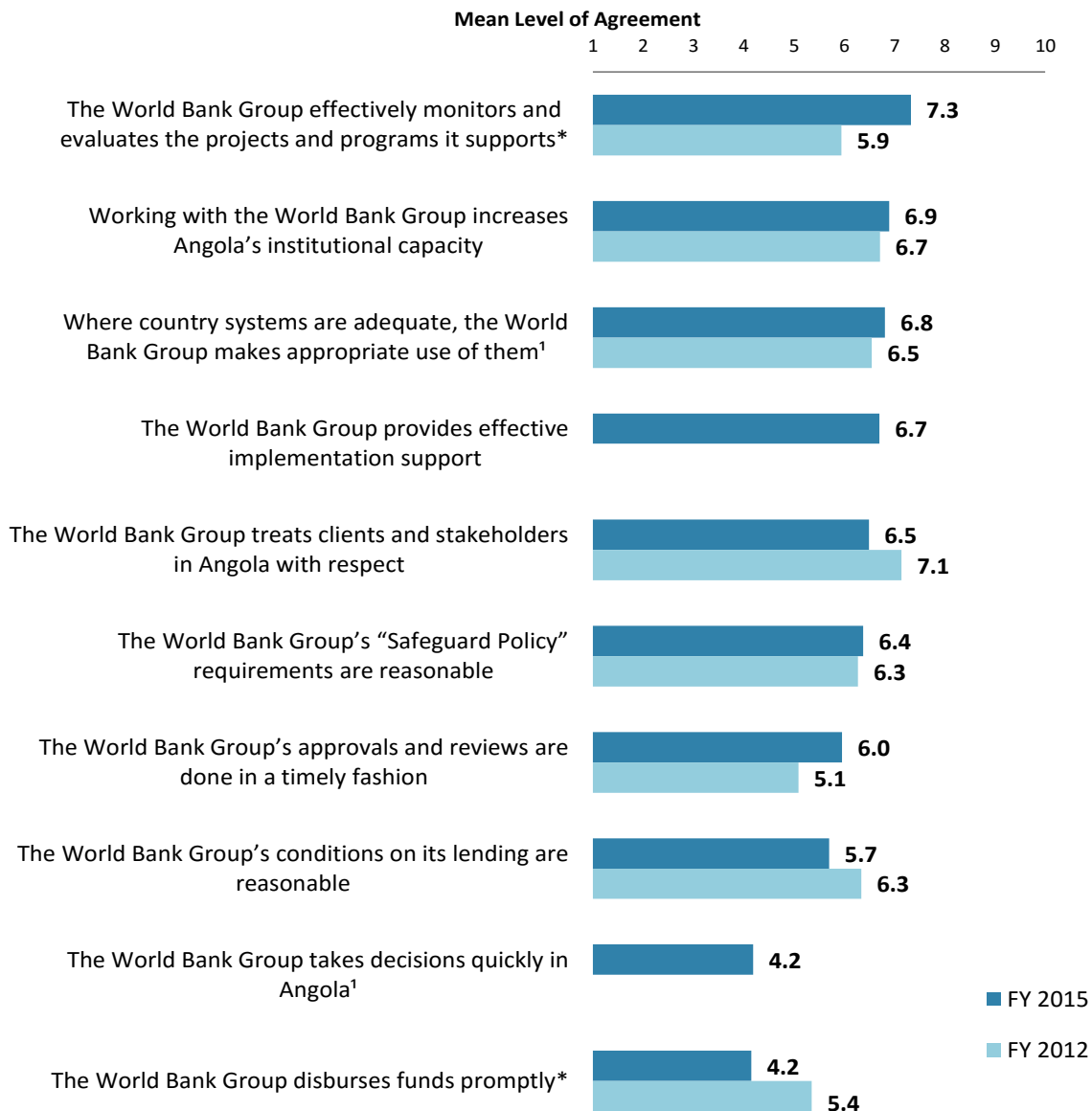
"To what extent do you agree with the following statements about the World Bank Group's work Angola?" (1-"Strongly disagree", 10-"Strongly agree")
'Indicator Question'



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey had significantly higher levels of agreement with the statements that "*the WBG effectively monitors and evaluates the projects and programs it supports*" compared to respondents in the FY'12 Country Survey. However, this year's respondents had significantly lower levels of agreement with the statement that "*the WBG disburses funds promptly*" than respondents in the last Survey.



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2015 and FY 2012)

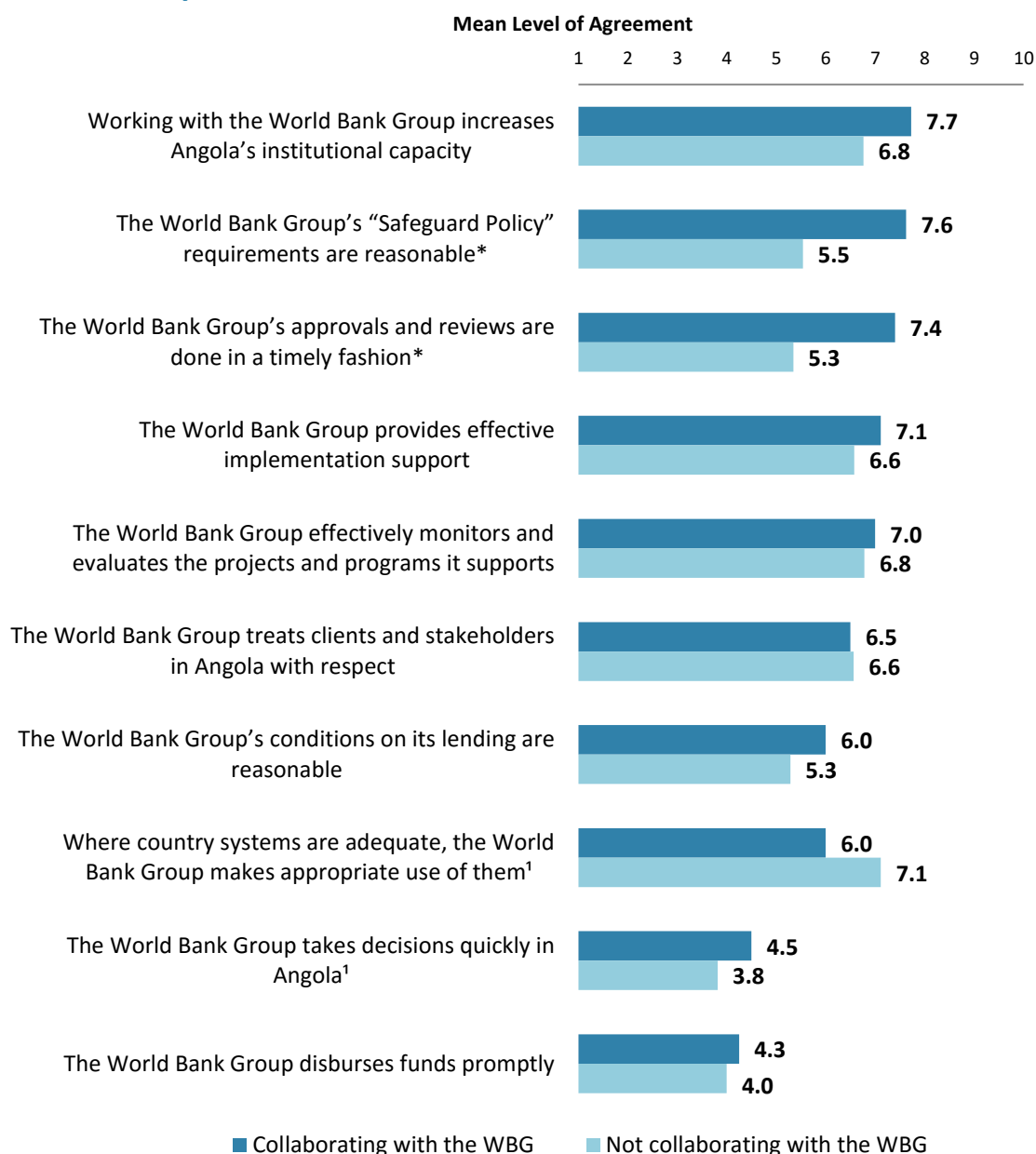
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



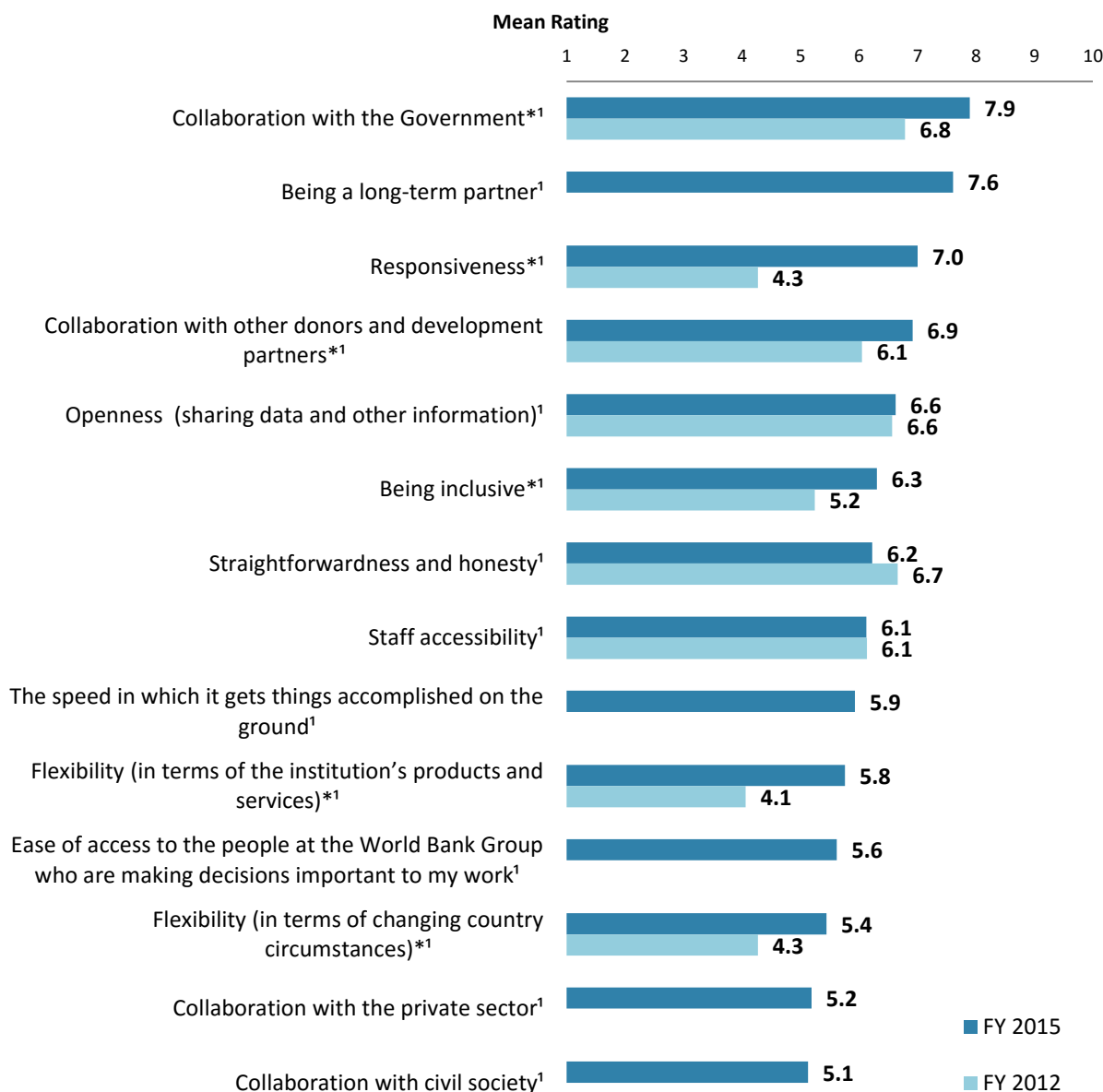
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for a number of qualities below of the WBG as a development partner compared to respondents in the FY'12 Country Survey.



"To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY2015 and FY2012)

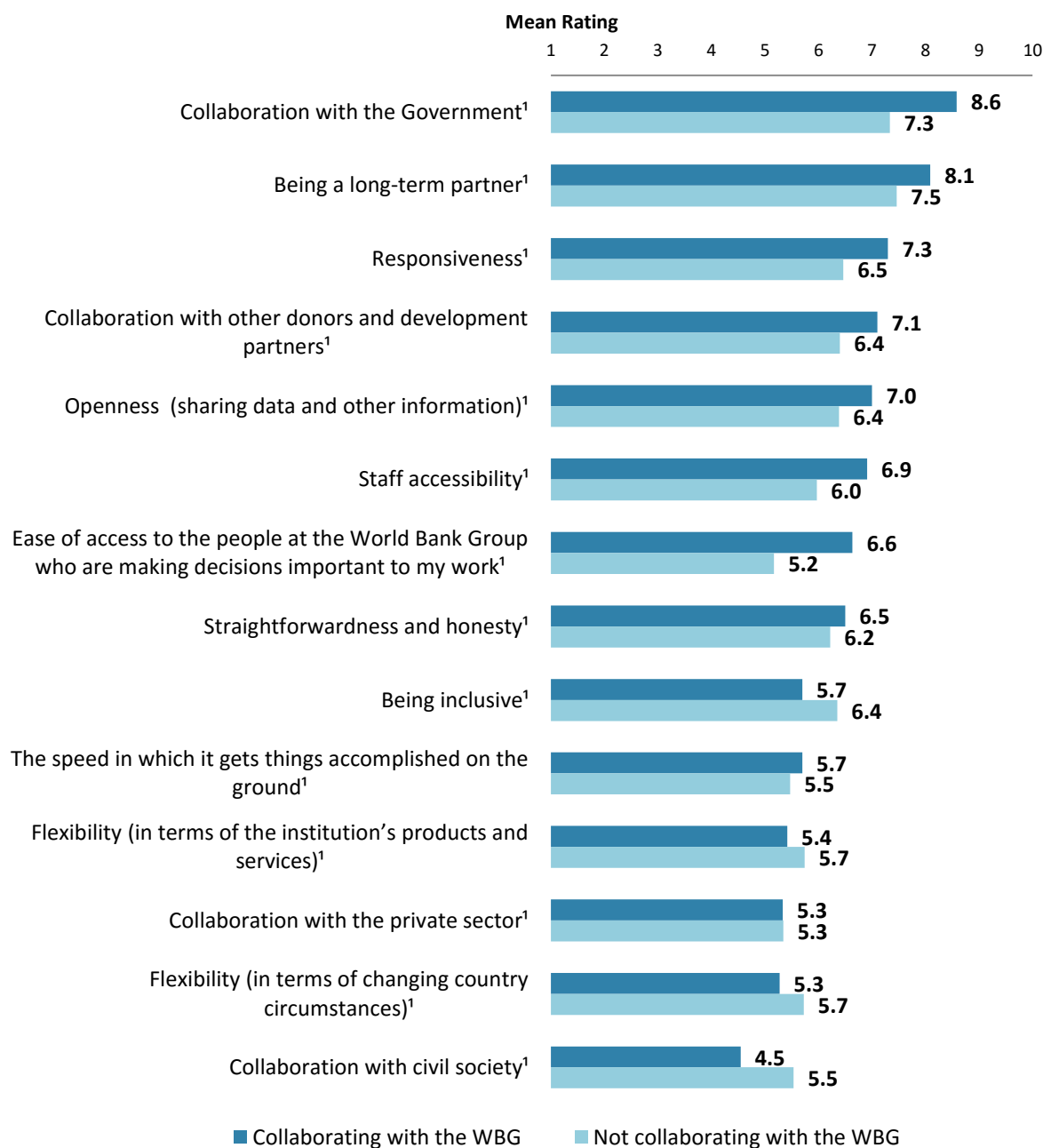
¹Indicator Question

⁹ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



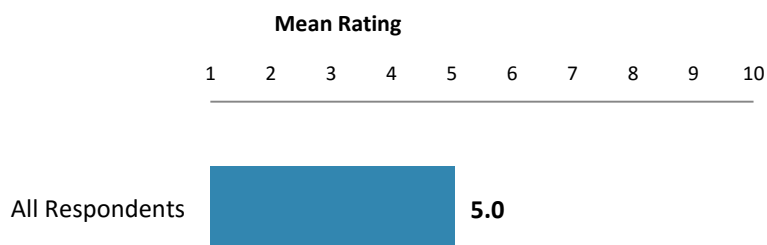
"To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

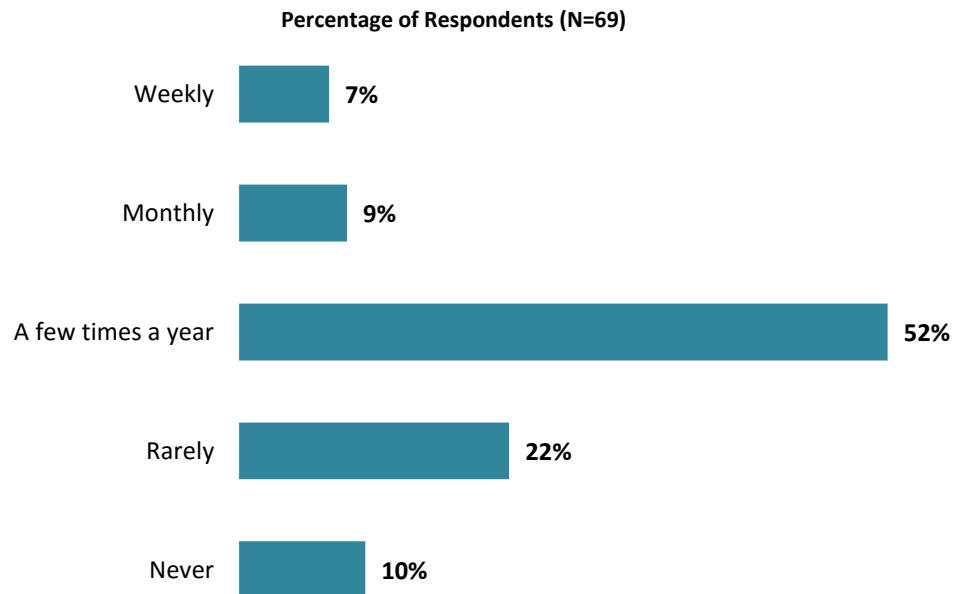


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Angola?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

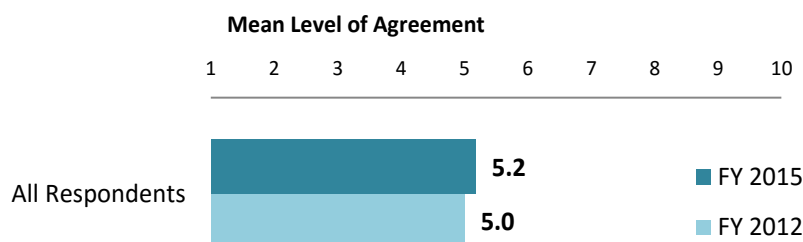


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



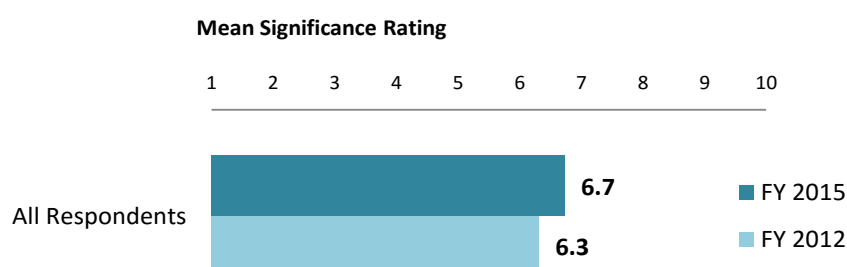
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Angola's Knowledge Needs¹⁰ (Indicator Question)



"The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

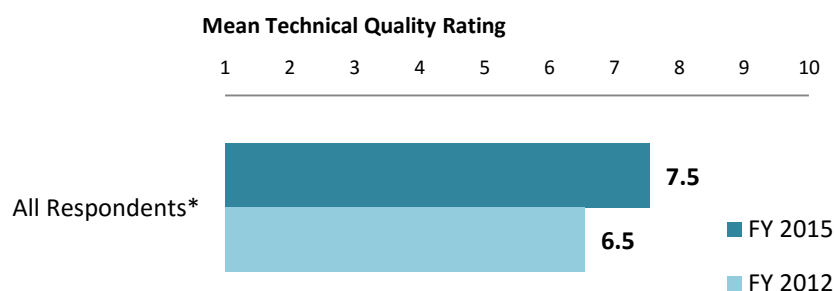
Contribution of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?" (1-"Not significant at all", 10-"Very significant")

Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)

- **Year comparison:** This year's respondents gave significantly higher ratings for the technical quality of the WBG's knowledge compared to respondents in the FY'12 Country Survey.



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY2015 and FY2012)

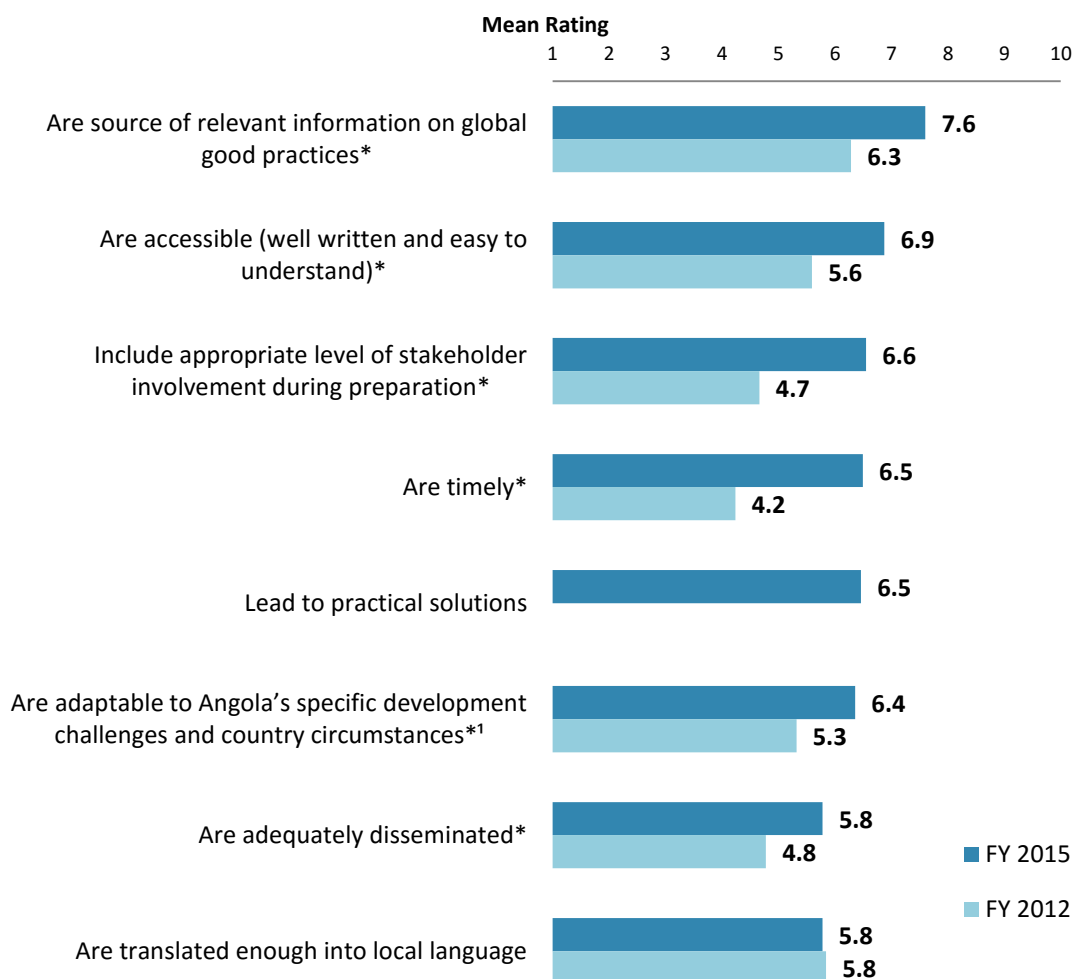
¹⁰All means in the charts on this page were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹¹

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for several qualities of the WBG's knowledge work and activities compared to respondents in the FY'12 Country Survey.



"In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2015 and FY 2012)

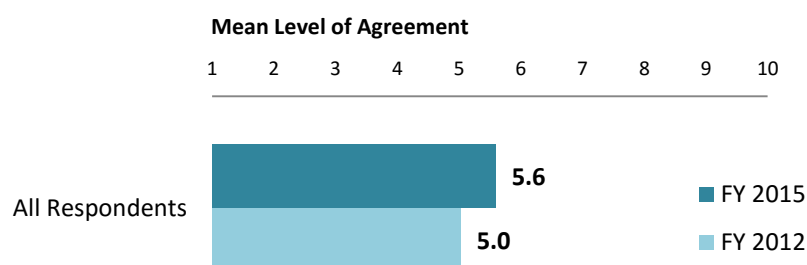
Indicator Question

¹¹ All means in this chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Angola's Needs for Financial Instruments¹² (*Indicator Question*)



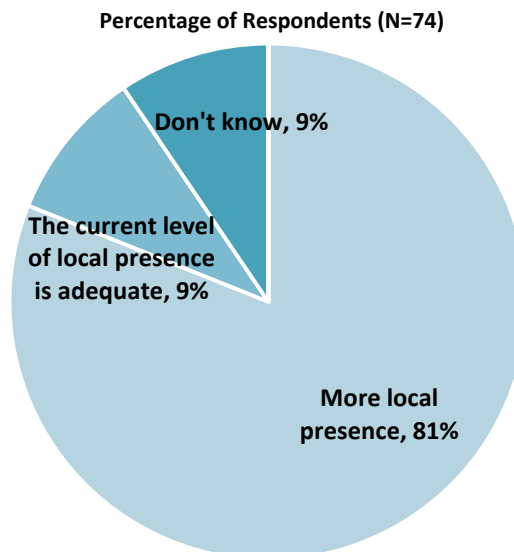
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Angola."
(1-"Strongly disagree", 10-"Strongly agree")

¹² Means in this chart were calculated based on weighted data.



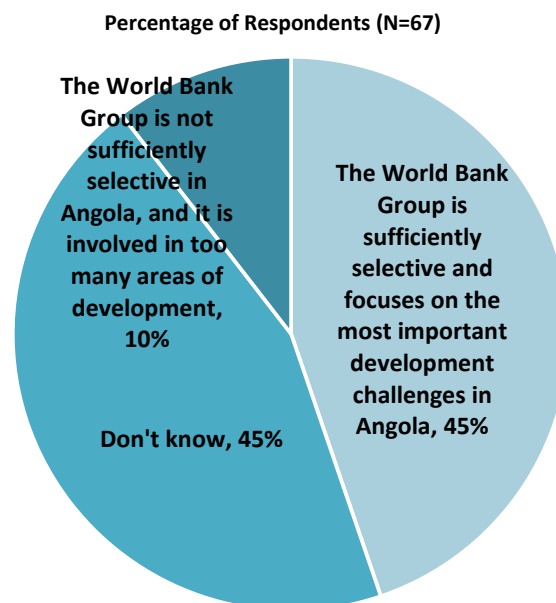
IX. The Future Role of the World Bank Group in Angola

The World Bank Group's Local Presence in Angola



"To be a more effective development partner in Angola, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

Selectivity of the World Bank Group's Support



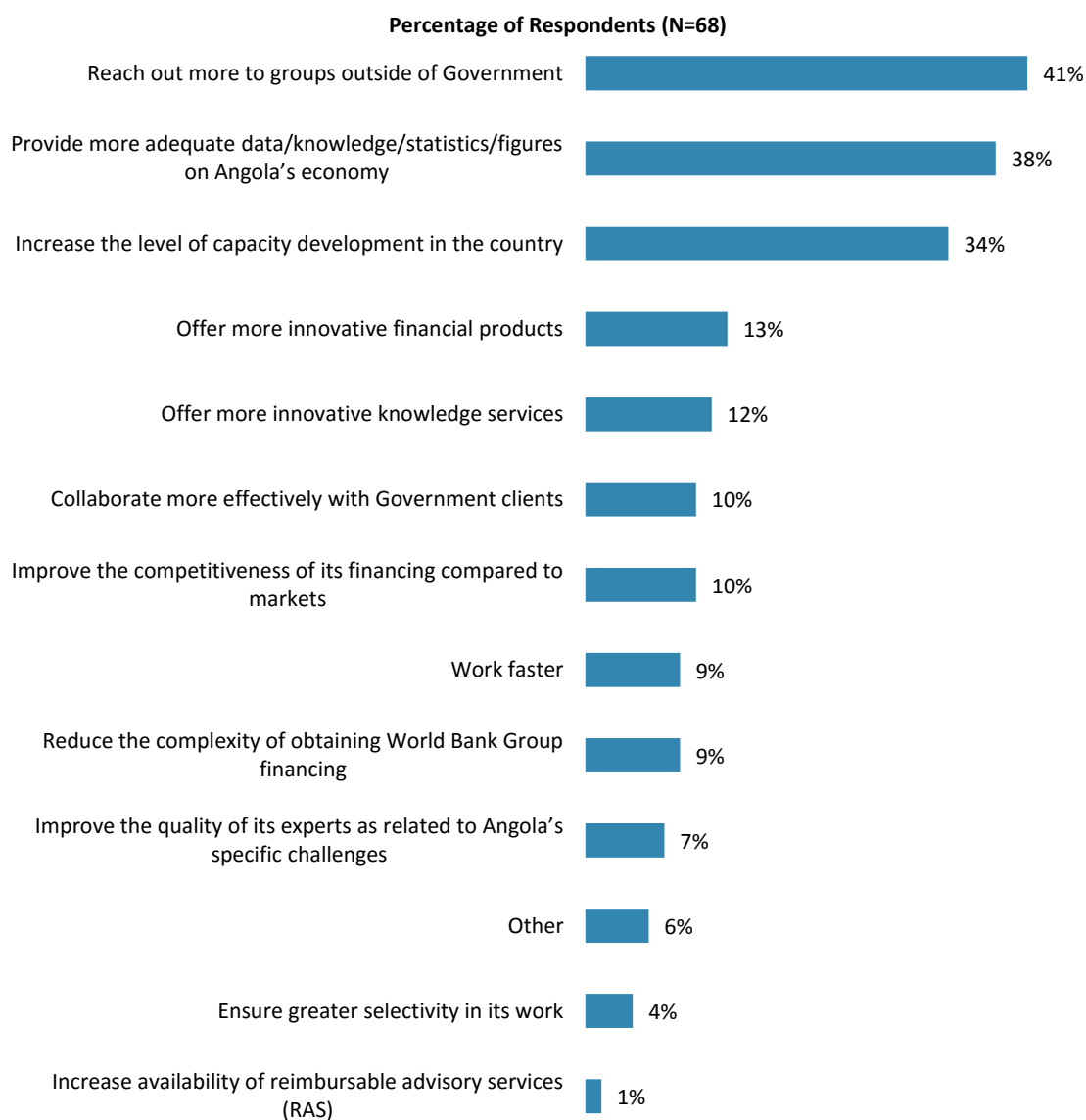
"Which of the following best describes the World Bank Group's support in Angola?"
(Respondents chose from a list.)



IX. The Future Role of the WBG in Angola (continued)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*provide more adequate data/knowledge/statistics/figures on Angola's economy*” (42%) and “*reduce the complexity of obtaining World Bank financing*” (41%) to make itself of greater value in Angola.



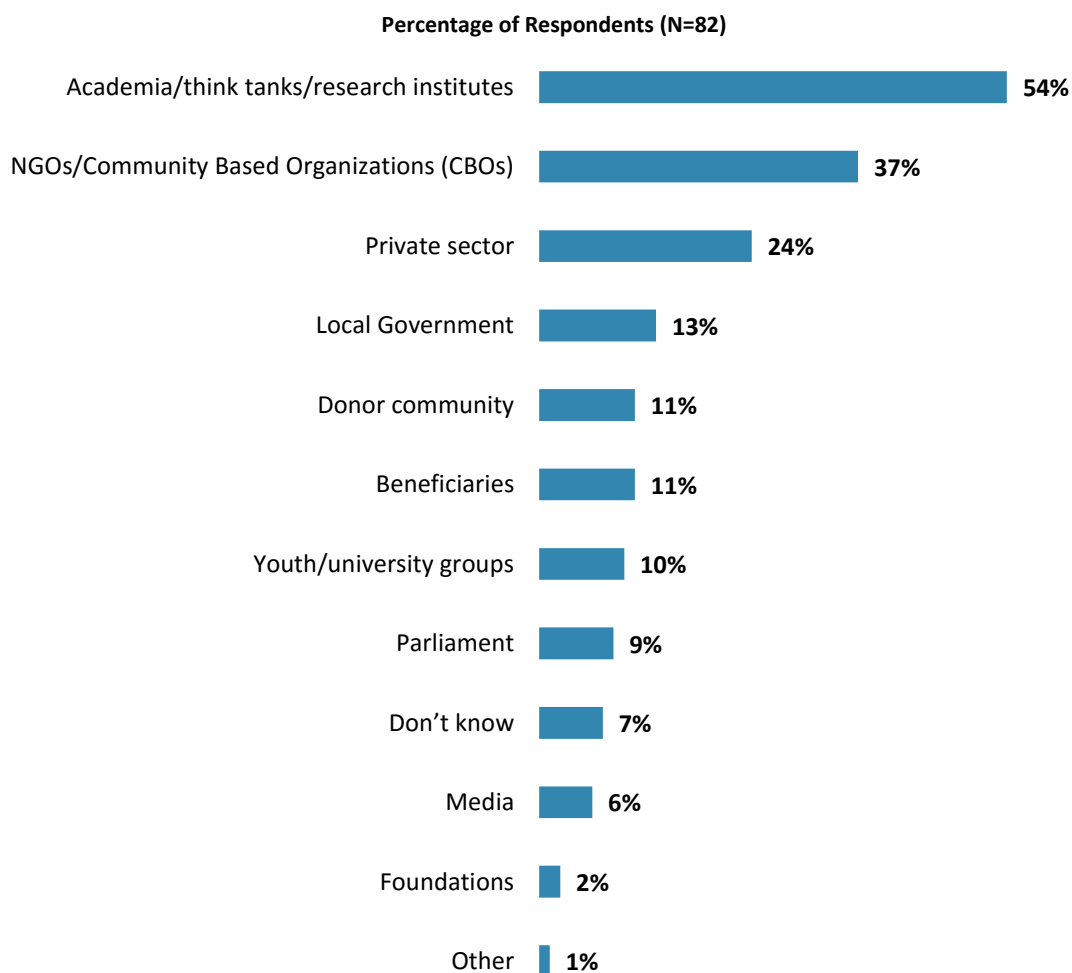
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Angola? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Angola (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with “*NGOs*” (42%), “*private sector*” (29%), and “*academia/think tanks/ research institutes*” (29%) to ensure better development results in Angola.



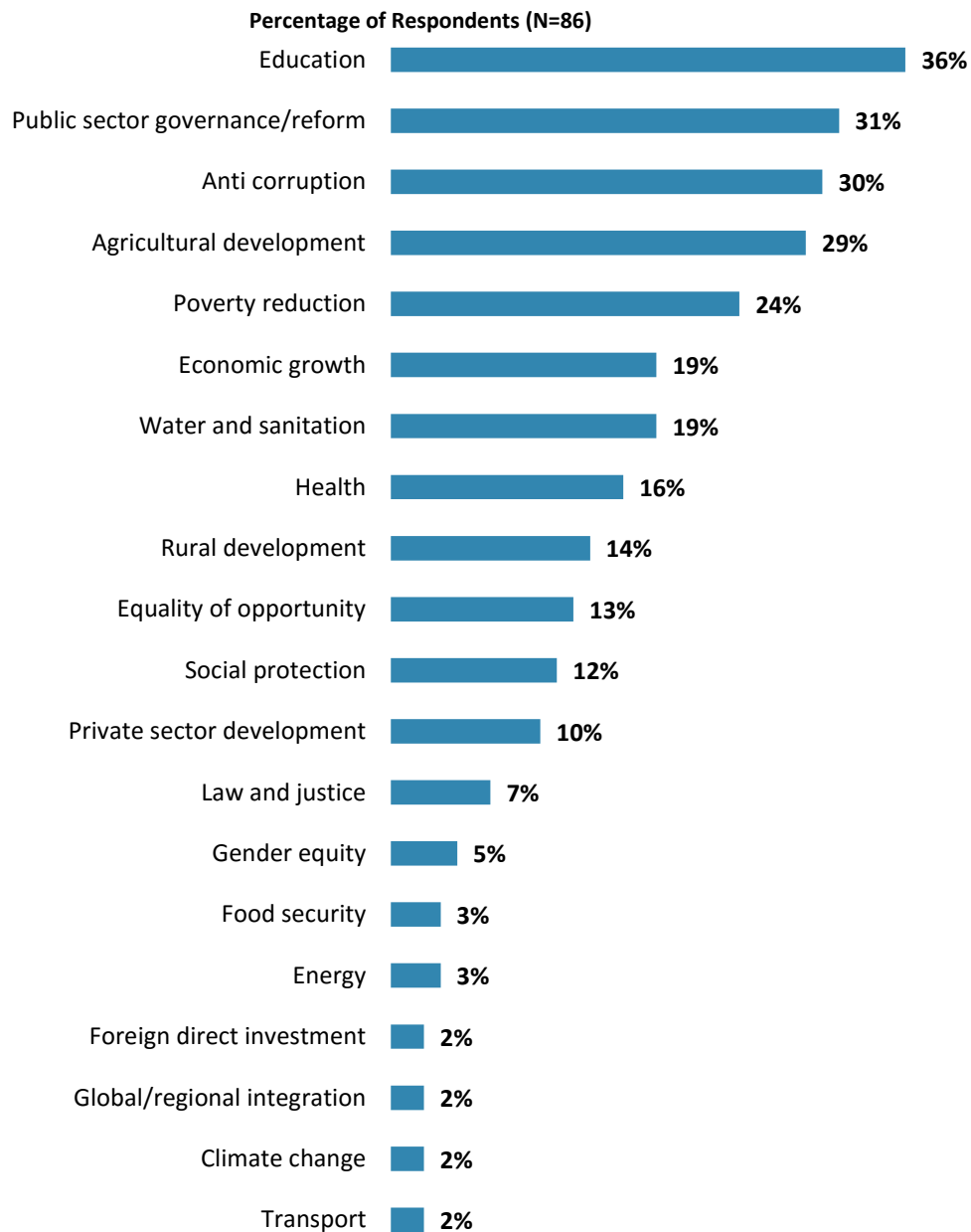
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Angola (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on “*education*” (47%) and “*poverty reduction*” (28%).

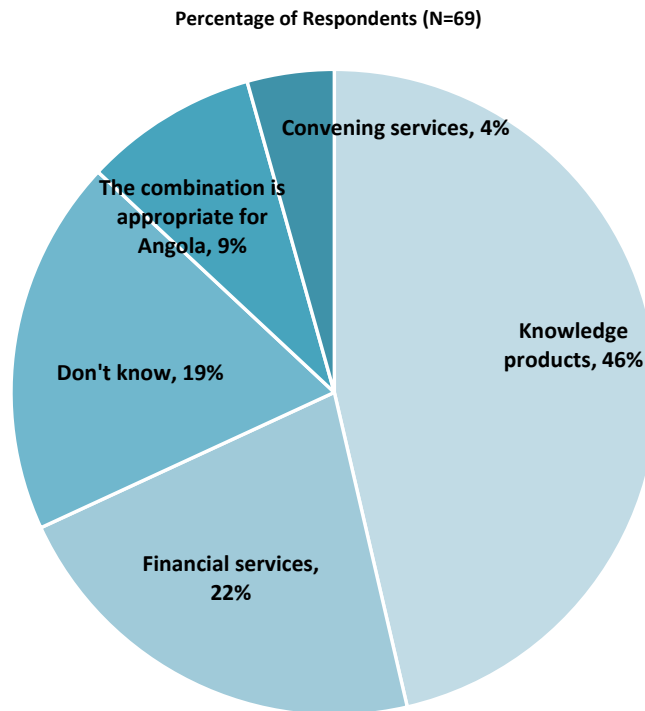


“When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectoral areas do you believe the WBG should focus most of its resources in Angola? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



IX. The Future Role of the WBG in Angola (continued)

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Angola, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Angola?" (Respondents chose from a list.)

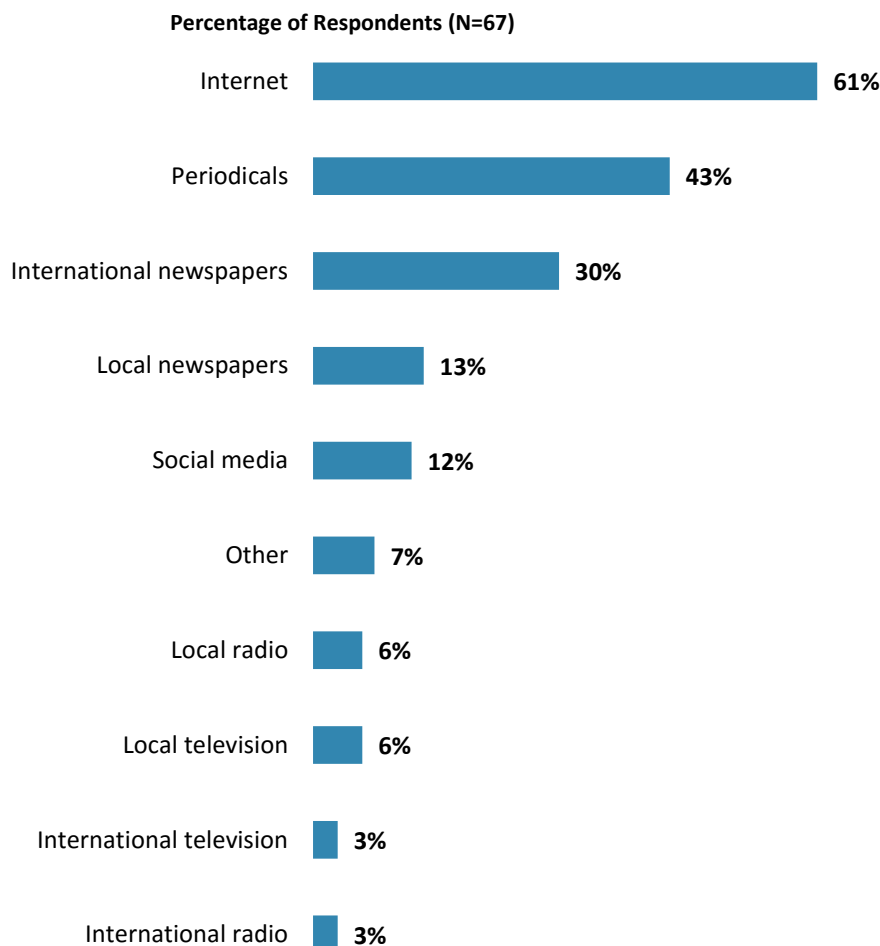


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they got most of their information about economic and social development issues in Angola from “local newspapers” (48%) and “the Internet (48%)”.



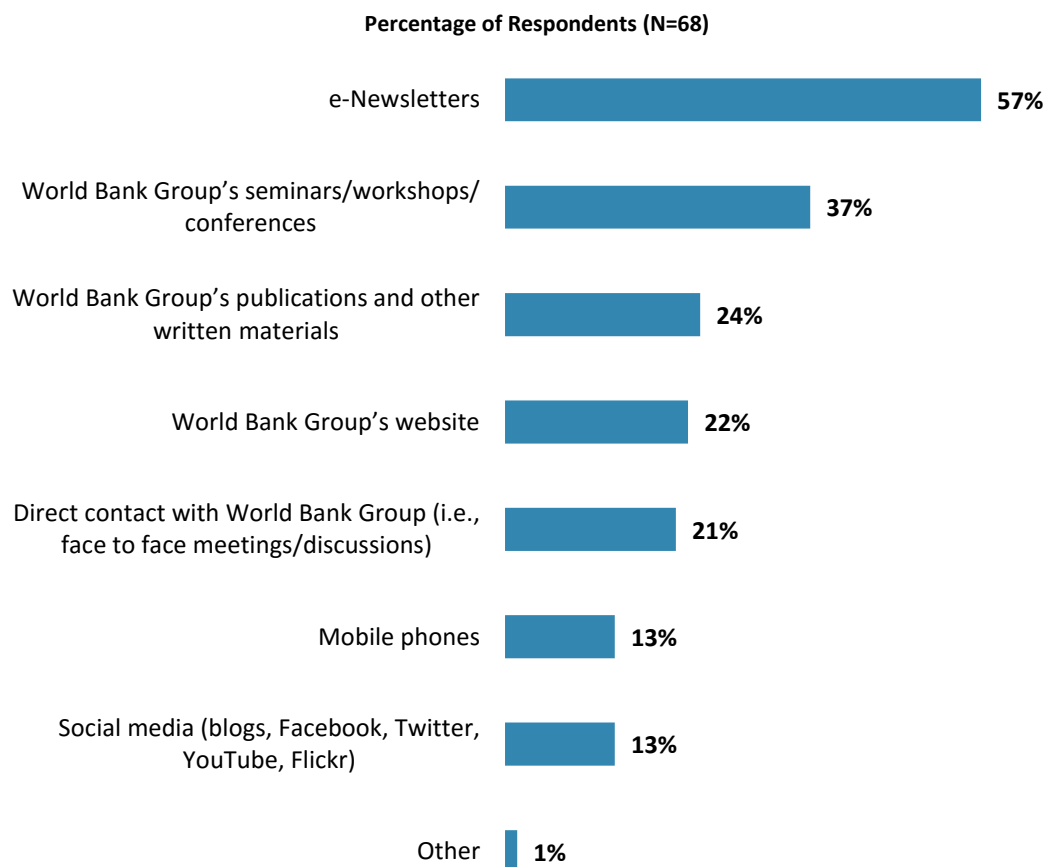
"How do you get most of your information about economic and social development issues in Angola? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (46%), “*World Bank seminars/workshops/conferences*” (33%), and “*e-Newsletters* (32%)”.



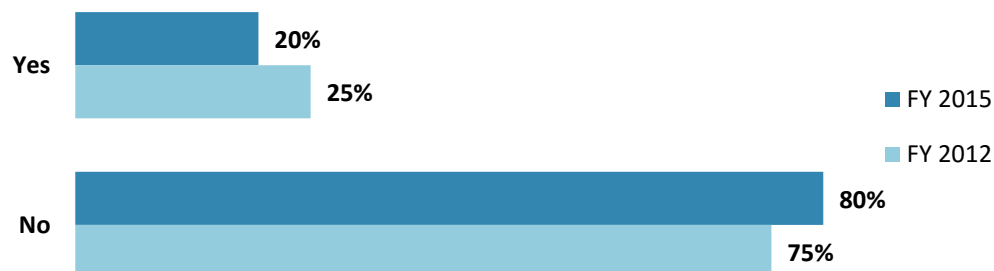
**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



X. Communication and Outreach (continued)

Access to Information¹³

Percentage of Respondents (FY 2015 N=61; FY 2012 N=95)



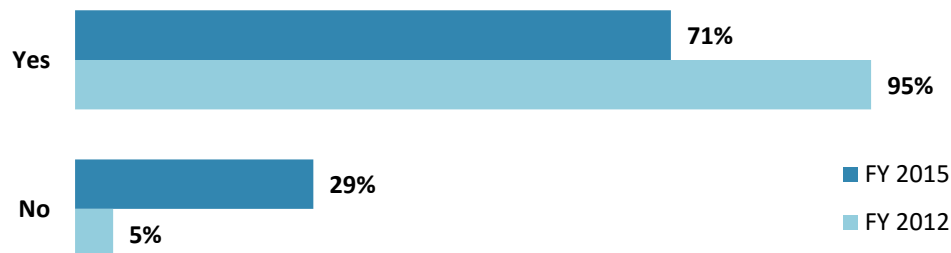
"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (FY 2015 N=60; FY 2012 N=90)



"Have you requested information from the World Bank Group on its activities in the past year?"

Percentage of Respondents (FY 2015 N=14; FY 2012 N=22)



"Were you able to obtain this information?"

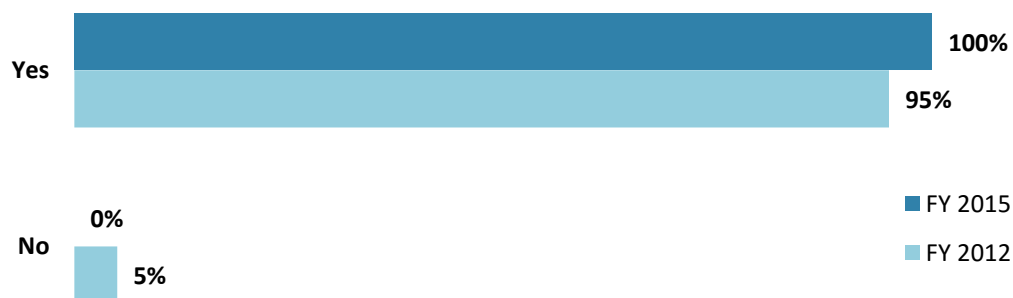
¹³All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁴

Percentage of Respondents (N=FY 2015 N=62; FY 2012 N=100)



"Do you have access to the Internet?"

Percentage of Respondents (FY 2015 N=51)



"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

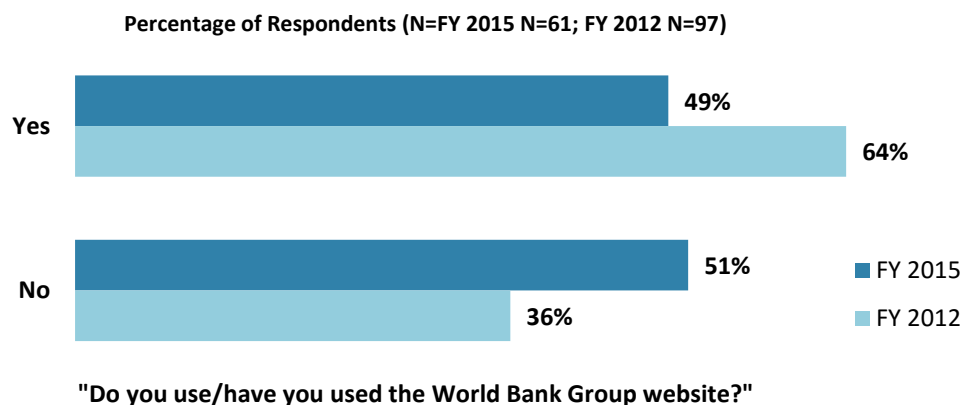
¹⁴ Percentages presented in this chart were calculated based on weighted data.



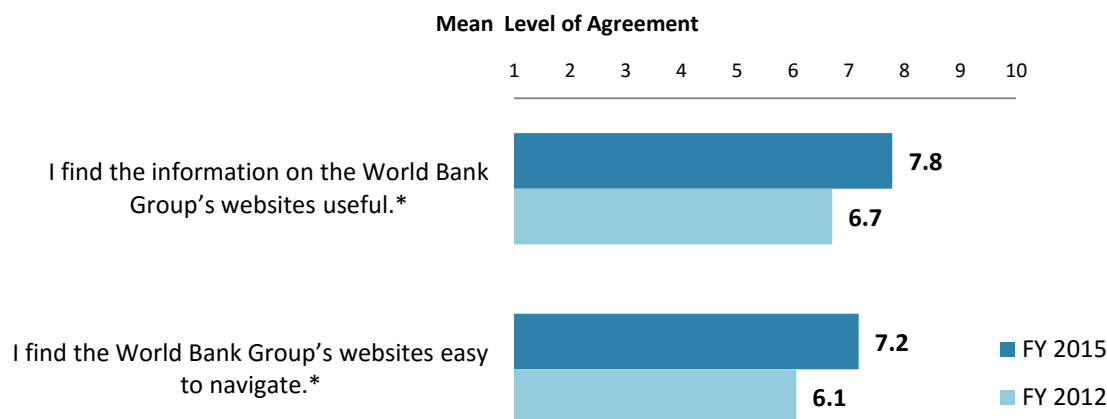
X. Communication and Outreach (continued)

The WBG Website Usage¹⁵

- **Year comparison:** This year's respondents were significantly less likely to have used the WBG website compared to their counterparts in the FY'12 Country Survey.
- **Stakeholders:** Among this year's respondents, those from CSOs were significantly less likely to have used the WBG website than respondents from other stakeholder groups.



- **Year comparison:** This year's respondents had significantly higher levels of agreement with the following two statements about the WBG website compared to respondents in the FY'12 Country Survey.



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)

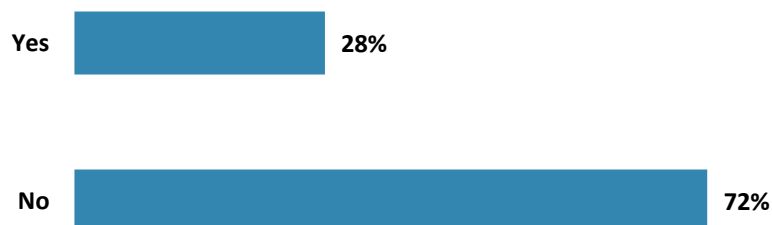
¹⁵ All percentages and means presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

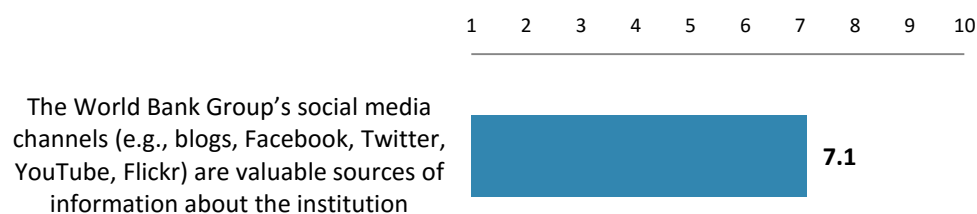
Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2015 N=67)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Evaluation of the WBG's Social Media Channels

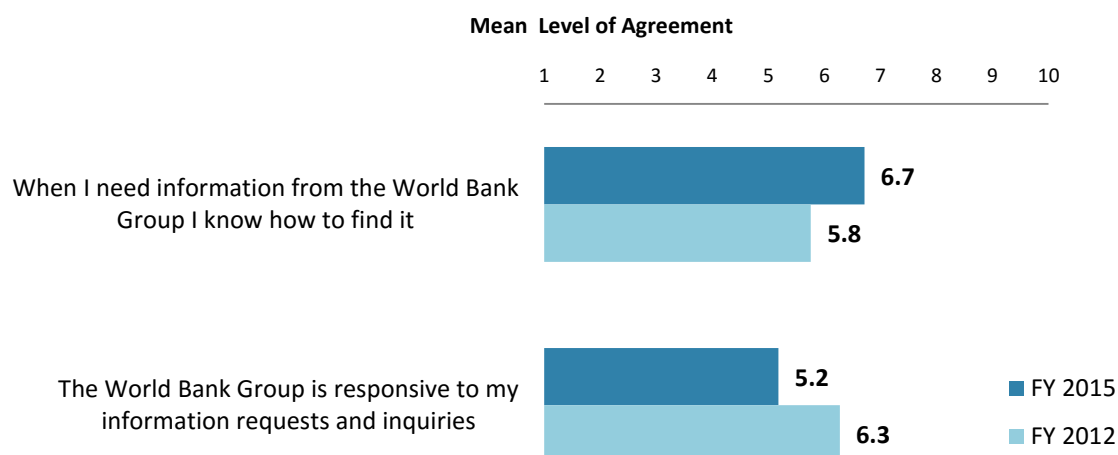


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁶



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")

¹⁶ Means in the chart were calculated based on weighted data.



XI. Appendices

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Angola





Appendix A: Responses to All Questions across All Respondents (N=91)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Angola

1. In general would you say that Angola is headed in ... ?	Percentage of Respondents (N=89)
The right direction	40.4%
The wrong direction	28.1%
Not sure	31.5%

2. Listed below are a number of development priorities in Angola. Please identify which of the following you consider the most important development priorities in Angola? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=90)
Education	62.2%
Public sector governance/reform	27.8%
Poverty reduction	26.7%
Anti corruption	22.2%
Health	17.8%
Water and sanitation	15.6%
Economic growth	15.6%
Agricultural development	13.3%
Social protection	12.2%
Food security	12.2%
Rural development	11.1%
Job creation/employment	7.8%
Equality of opportunity	6.7%
Private sector development	6.7%
Energy	6.7%
Gender equity	4.4%
Urban development	4.4%
Law and justice	3.3%
Foreign direct investment	3.3%
Environmental sustainability	3.3%
Information and communications technology	2.2%
Transport	2.2%
Communicable/non-communicable diseases	2.2%
Climate change	1.1%
Global/regional integration	1.1%
Crime and violence	1.1%
Natural resource management	1.1%
Financial markets	0.0%
Trade and exports	0.0%
Regulatory framework	0.0%
Disaster management	0.0%

**A. General Issues Facing Angola (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=88)
Education	47.7%
Water and sanitation	31.8%
Rural development	31.8%
Economic growth	27.3%
Public sector governance/reform	25.0%
Equality of opportunity	20.5%
Anti corruption	19.3%
Agricultural development	17.0%
Health	11.4%
Private sector development	11.4%
Job creation/employment	9.1%
Energy	5.7%
Transport	4.5%
Law and justice	4.5%
Social protection	4.5%
Urban development	3.4%
Food security	3.4%
Communicable/non-communicable diseases	2.3%
Foreign direct investment	2.3%
Gender equity	2.3%
Information and communications technology	2.3%
Climate change	1.1%
Global/regional integration	1.1%
Crime and violence	1.1%
Natural resource management	1.1%
Financial markets	1.1%
Trade and exports	1.1%
Regulatory framework	0.0%
Environmental sustainability	0.0%
Disaster management	0.0%

**A. General Issues Facing Angola (continued)**

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=85)
Education and training that better ensure job opportunity	47.1%
Greater voice and participation for citizens to help ensure greater accountability	36.5%
Better employment opportunities for young people	16.5%
Better quality public services	15.3%
Greater access to micro-finance for the poor	14.1%
Greater access to health and nutrition for citizens	14.1%
Consistent economic growth	12.9%
Better opportunity for the poor who live in rural areas	10.6%
Better employment opportunities for women	8.2%
Better entrepreneurial opportunities	8.2%
Other	5.9%
A growing middle class	4.7%
Greater equity of fiscal policy	3.5%
More reliable social safety net	2.4%
Better opportunity for the poor who live in urban areas	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Angola? (1-Not familiar at all, 10-Extremely familiar)	87	0	4.40	2.43
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Angola? (1-Not effective at all, 10-Very effective)	68	17	5.46	2.17
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Angola solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	62	23	6.29	2.04

**B. Overall Attitudes toward the World Bank Group (continued)**

4. When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Angola? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=86)
Education	36.0%
Public sector governance/reform	31.4%
Anti corruption	30.2%
Agricultural development	29.1%
Poverty reduction	24.4%
Economic growth	18.6%
Water and sanitation	18.6%
Health	16.3%
Rural development	14.0%
Equality of opportunity	12.8%
Social protection	11.6%
Private sector development	10.5%
Law and justice	7.0%
Gender equity	4.7%
Food security	3.5%
Energy	3.5%
Foreign direct investment	2.3%
Global/regional integration	2.3%
Climate change	2.3%
Transport	2.3%
Job creation/employment	2.3%
Urban development	2.3%
Information and communications technology	2.3%
Communicable/non-communicable diseases	1.2%
Financial markets	1.2%
Environmental sustainability	1.2%
Trade and exports	1.2%
Natural resource management	1.2%
Crime and violence	0.0%
Regulatory framework	0.0%
Disaster management	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?	Percentage of Respondents (N=82)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development	32.9%	21.3%	54.2%
Policy advice, studies, analyses	22.0%	23.8%	45.7%
Technical assistance	9.8%	16.3%	26.0%
Financial resources	15.9%	8.8%	24.6%
Data	8.5%	8.8%	17.3%
Mobilizing third party financial resources	2.4%	7.5%	9.9%
Donor coordination	2.4%	6.3%	8.7%
Other	2.4%	3.8%	6.2%
Convening/facilitating	2.4%	2.5%	4.9%
Linkage to non-Bank expertise	1.2%	1.3%	2.5%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Angola? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	48	29	5.67	2.11
7. Citizen engagement (incorporating citizens' voices into development)	42	32	4.76	2.09
8. Policy design (for clarity and better incentives to achieve development goals)	46	31	5.80	2.08

When thinking about how to improve capacity building in Angola to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	59	17	7.46	2.22
10. Citizen engagement (incorporating citizens' voices into development)	53	19	7.70	2.37
11. Policy design (for clarity and better incentives to achieve development goals)	57	18	7.91	2.15

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=82)
Don't know	25.6%
Not enough public disclosure of its work	24.4%
Not collaborating enough with stakeholders outside the Government	24.4%
Too influenced by developed countries	19.5%
World Bank Group's processes too complex	14.6%
Not willing to honestly criticize policies and reform efforts in the country	11.0%
Staff too inaccessible	8.5%
Imposing technocratic solutions without regard to political realities	8.5%
World Bank Group's processes too slow	7.3%
Other	7.3%
Not exploring alternative policy options	6.1%
Its advice and strategies do not lend themselves to practical problem solving	4.9%
Not adequately sensitive to political/social realities in Angola	4.9%
Not aligned with other donors' work	2.4%
Arrogant in its approach	0.0%
Not client focused	0.0%
The credibility of its knowledge/data	0.0%
Not aligned with country priorities	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=79)
Capacity development	49.4%
Technical assistance	35.4%
Investment lending	24.1%
Knowledge products/services	16.5%
Don't know	15.2%
Multi-sectoral approaches	11.4%
Policy based lending / budget support to the Government	8.9%
Trust Fund management	7.6%
Other	5.1%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Angola? (Choose only ONE response)	Percentage of Respondents (N=82)
To a fully sufficient degree	3.7%
To a somewhat sufficient degree	30.5%
To a somewhat insufficient degree	26.8%
To a very insufficient degree	14.6%
Don't know	24.4%

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=82)
Academia/think tanks/research institutes	53.7%
NGOs/Community Based Organizations (CBOs)	36.6%
Private sector	24.4%
Local Government	13.4%
Donor community	11.0%
Beneficiaries	11.0%
Youth/university groups	9.8%
Parliament	8.5%
Don't know	7.3%
Media	6.1%
Foundations	2.4%
Other	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in Angola? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Angola*	59	17	6.03	2.31
17. The World Bank Group's work is aligned with what I consider the development priorities for Angola*	61	14	6.08	2.39
18. The World Bank Group supports programs and strategies that are realistic for Angola	55	19	6.02	2.36
19. The World Bank Group treats clients and stakeholders in Angola with respect	44	29	6.57	2.19

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Responsiveness*	40	29	6.53	2.14
21. Flexibility (in terms of the institution's products and services)*	49	22	5.57	2.23
22. Flexibility (in terms of changing country circumstances)*	46	24	5.52	2.02
23. Being inclusive*	46	24	6.04	2.14
24. Openness (sharing data and other information)*	49	20	6.39	2.59
25. Staff accessibility*	47	23	6.19	2.21
26. Straightforwardness and honesty*	53	18	6.30	2.64
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	48	22	5.52	2.71
28. Collaboration with civil society*	53	18	5.25	2.68
29. Collaboration with the Government*	50	21	7.70	2.02
30. Collaboration with other donors and development partners*	47	26	6.53	2.21
31. Collaboration with the private sector*	45	26	5.27	2.22
32. The speed in which it gets things accomplished on the ground*	46	25	5.43	2.31
33. Being a long-term partner*	53	18	7.51	2.37

34. To be a more effective development partner in Angola, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=74)
More local presence	81.1%
The current level of local presence is adequate	9.5%
Don't know	9.5%
Less local presence	0.0%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
There is not an adequate level of citizen/civil society participation	43.3%
Political pressures and obstacles	23.9%
Lack of/inadequate levels of capacity in Government	20.9%
The Government works inefficiently	19.4%
The World Bank Group does not do adequate follow through/follow-up	16.4%
The World Bank Group works too slowly	11.9%
Reforms are not well thought out in light of country challenges	11.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	10.4%
Poor donor coordination	9.0%
Other	7.5%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Angola? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	62	5	8.53	2.51
2. Information and communications technology	59	5	7.42	2.53
3. Transport	60	5	7.17	2.81
4. Crime and violence	57	7	6.42	2.80
5. Law and justice	57	5	7.63	2.60
6. Urban development	59	3	7.61	2.46
7. Environmental sustainability	60	3	8.18	2.09
8. Regulatory framework	55	7	6.95	2.44
9. Communicable/non-communicable diseases	61	3	7.21	2.61
10. Poverty reduction	63	5	8.71	1.98
11. Gender equity	62	3	7.40	2.51
12. Private sector development	60	3	7.73	2.39
13. Foreign direct investment	61	3	7.02	2.67
14. Water and sanitation	63	3	8.33	2.18
15. Trade and exports	59	3	6.78	2.72
16. Economic growth	61	4	8.54	2.08
17. Energy	63	1	8.06	2.31
18. Disaster management	55	7	6.44	2.79
19. Public sector governance/reform	66	2	8.39	2.54
20. Job creation/employment	60	3	7.78	2.37
21. Financial markets	58	4	6.83	2.51
22. Equality of opportunity	58	4	7.45	2.64
23. Health	61	3	8.26	2.34
24. Rural development	59	3	8.37	2.17
25. Global/regional integration	60	5	7.22	2.55
26. Food security	58	6	8.00	2.53
27. Education	61	3	8.84	2.01
28. Social protection	57	5	7.18	2.84
29. Climate change	57	5	7.12	2.72
30. Agricultural development	61	4	8.59	2.03
31. Natural resource management	59	6	7.41	2.67

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Angola? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Education	35	31	6.34	2.76
2. Health	32	32	6.22	2.43
3. Municipal infrastructure	29	35	5.62	2.29
4. Water and sanitation	37	25	6.11	2.70
5. Agriculture and rural development	40	23	6.10	2.38
6. Private sector development	30	33	5.47	2.70
7. Poverty reduction	44	21	5.73	2.76
8. Economic growth	36	30	5.72	2.61

3. Where are the World Bank Group's decisions made primarily that support the program in Angola? (Select only ONE response)	Percentage of Respondents (N=68)
At the Headquarters (in Washington D.C.)	48.5%
In the country	10.3%
Don't know	41.2%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Angola? (1-To no degree at all, 10-To a very significant degree)	56	15	6.02	2.15

To what extent do you agree with the following statements about the World Bank Group in Angola? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Angola*	47	23	5.09	2.25
6. The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	50	20	4.92	2.15

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Angola? (1-To no degree at all, 10-To a very significant degree)	44	26	5.05	2.29

**D. The World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=69)
Weekly	7.2%
Monthly	8.7%
A few times a year	52.2%
Rarely	21.7%
Never	10.1%

In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	50	18	6.14	2.36
3. Include appropriate level of stakeholder involvement during preparation	44	23	6.00	2.24
4. Lead to practical solutions	43	23	6.09	2.26
5. Are accessible (well written and easy to understand)	51	17	6.57	2.22
6. Are source of relevant information on global good practices	52	16	7.35	2.12
7. Are adequately disseminated	50	17	5.46	2.65
8. Are translated enough into local language	45	19	5.58	2.36
9. Are adaptable to Angola's specific development challenges and country circumstances*	44	23	6.02	2.03

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	60	11	6.48	2.38
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	55	16	7.24	1.62

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	35	33	4.09	2.08
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	49	17	6.84	2.44
3. The World Bank Group's approvals and reviews are done in a timely fashion	40	26	5.85	2.42
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	34	31	6.03	2.54
5. The World Bank Group's conditions on its lending are reasonable	29	36	5.48	2.64
6. The World Bank Group takes decisions quickly in Angola*	36	29	3.94	2.33
7. Working with the World Bank Group increases Angola's institutional capacity	51	15	7.02	2.58
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	34	32	6.85	2.63
9. The World Bank Group provides effective implementation support	43	24	6.65	2.36

WBG Promoting PPP in Angola	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Angola? (1-To no degree at all, 10-To a very significant degree)	40	25	5.95	2.39

11. Which of the following best describes the way the World Bank Group operates in Angola? (Select only one response)	Percentage of Respondents (N=66)
Don't know	45.5%
The World Bank Group does not take enough risk in Angola	34.8%
The World Bank Group's approach to risk is appropriate	15.2%
The World Bank Group takes too much risk in Angola	4.5%

12. Which of the following best describes the World Bank Group's support in Angola? (Select only one response)	Percentage of Respondents (N=67)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Angola	44.8%
Don't know	44.8%
The World Bank Group is not sufficiently selective in Angola, and it is involved in too many areas of development	10.4%

**F. The Future Role of the World Bank Group in Angola**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=68)
Reach out more to groups outside of Government	41.2%
Provide more adequate data/knowledge/statistics/figures on Angola's economy	38.2%
Increase the level of capacity development in the country	33.8%
Offer more innovative financial products	13.2%
Offer more innovative knowledge services	11.8%
Collaborate more effectively with Government clients	10.3%
Improve the competitiveness of its financing compared to markets	10.3%
Work faster	8.8%
Reduce the complexity of obtaining World Bank Group financing	8.8%
Improve the quality of its experts as related to Angola's specific challenges	7.4%
Other	5.9%
Ensure greater selectivity in its work	4.4%
Increase availability of reimbursable advisory services (RAS)	1.5%

2. When considering the combination of services that the World Bank Group offers in Angola, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Angola? (Select only ONE response)	Percentage of Respondents (N=69)
Knowledge products	46.4%
Financial services	21.7%
Don't know	18.8%
The combination is appropriate for Angola	8.7%
Convening services	4.3%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
Internet	61.2%
Periodicals	43.3%
International newspapers	29.9%
Local newspapers	13.4%
Social media	11.9%
Other	7.5%
Local radio	6.0%
Local television	6.0%
International television	3.0%
International radio	3.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=68)
e-Newsletters	57.4%
World Bank Group's seminars/workshops/ conferences	36.8%
World Bank Group's publications and other written materials	23.5%
World Bank Group's website	22.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	20.6%
Mobile phones	13.2%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	13.2%
Other	1.5%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=68)
Yes	20.6%
No	79.4%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=67)
Yes	16.4%
No	83.6%

5. Were you able to obtain this information?	Percentage of Respondents (N=13)
Yes	69.2%
No	30.8%

6. Do you have access to the Internet?	Percentage of Respondents (N=68)
Yes	100.0%
No	0.0%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=67)
Yes	49.3%
No	50.7%

**G. Communication and Information Sharing (continued)**

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=67)
Yes	28.4%
No	71.6%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=51)
High speed/WiFi	86.3%
Dial-up	13.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate.	36	28	7.03	1.93
11. I find the information on the World Bank Group's websites useful.	38	25	7.58	1.94
12. The World Bank Group's social media channels are valuable sources of information about the institution	17	42	7.12	2.26
13. When I need information from the World Bank Group I know how to find it	47	15	6.43	2.64
14. The World Bank Group is responsive to my information requests and inquiries	28	29	5.61	2.96

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=88)
Private Sector Organization	17.0%
Academia/Research Institute/Think Tank	17.0%
NGO/Community Based Organization	14.8%
Employee of a Ministry, Ministerial Department or Implementation Agency	11.4%
Bilateral/Multilateral Agency	10.2%
Financial Sector/Private Bank	8.0%
Office of Minister	4.5%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	4.5%
Other	3.4%
Private Foundation	2.3%
Media	2.3%
Office of Parliamentarian	1.1%
Local Government Office or Staff	1.1%
Independent Government Institution	1.1%
Youth Group	1.1%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=85)
Education	17.6%
Urban, rural, and social development	10.6%
Finance and markets	9.4%
Generalist (specialized in multiple sectors)	8.2%
Trade and competitiveness	5.9%
Other	5.9%
Environment and natural resources	4.7%
Health, nutrition, and population	4.7%
Macroeconomics and fiscal management	4.7%
Agriculture	4.7%
Public-private partnerships	3.5%
Energy and extractives	3.5%
Poverty	3.5%
Social protection and labor	2.4%
Fragility, conflict and violence	2.4%
Transport and ICT	2.4%
Governance	2.4%
Water	1.2%
Gender	1.2%
Jobs	1.2%

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=88)
I have never collaborated with the World Bank Group	52.3%
I have previously collaborated with the World Bank Group	29.5%
I currently collaborate with the World Bank Group	12.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	5.7%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Angola? (Select only ONE response)	Percentage of Respondents (N=63)
The World Bank (IDA)	69.8%
Other	19.0%
The International Finance Corporation (IFC)	9.5%
The Multilateral Investment Guarantee Agency (MIGA)	1.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=74)
Yes	12.2%
No	87.8%

**H. Background Information (continued)**

6. If yes, what was your view of how the two institutions work together in Angola? (Select only ONE response)	Percentage of Respondents (N=44)
Don't know	65.9%
The way the two institutions work together needs improvement	15.9%
The two institutions work well together	13.6%
The two institutions do not work well together	4.5%

7. Which of the following describes most of your exposure to the World Bank Group in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=82)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	39.0%
Use World Bank Group reports/data	30.5%
Engage in World Bank Group related/sponsored events/activities	25.6%
Use World Bank Group website for information, data, research, etc.	24.4%
Collaborate as part of my professional duties	20.7%

8. What's your gender?	Percentage of Respondents (N=90)
Female	23.3%
Male	76.7%

9. Which best represents your geographic location?	Percentage of Respondents (N=90)
Luanda	67.8%
Other	23.3%
Benguela	4.4%
Huambo	4.4%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

Employee of a Ministry/PMU/Consultant on WBG-supported Project N=14 ● Private Sector/Financial Sector/Private Bank N=22
 ● CSO N=16 ● Academia/Research Institute/Think Tank N=15 ● Other N=21

A. General Issues facing Angola

In general, would you say that Angola is headed in...?*

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Private Sector/Financial Sector/Private Bank	CSO	Academia/Research/Think tank	Other
The right direction	71.4%	18.2%	37.5%	20.0%	60.0%
The wrong direction	7.1%	36.4%	31.3%	53.3%	10.0%
Not sure	21.4%	45.5%	31.3%	26.7%	30.0%

*Significantly different between stakeholder groups

¹⁷ Only 88 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Angola (continued)**

Listed below are a number of development priorities in Angola. Please identify which of the following you consider the most important development priorities in Angola?
(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Social protection	21.4%	0.0%	18.8%	6.7%	19.0%
Food security	14.3%	9.1%	0.0%	13.3%	23.8%
Public sector governance/reform	28.6%	22.7%	37.5%	33.3%	23.8%
Global/regional integration	7.1%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	18.8%	0.0%	4.8%
Private sector development	7.1%	13.6%	6.3%	0.0%	4.8%
Foreign direct investment	14.3%	4.5%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	22.7%	25.0%	6.7%	14.3%
Anti corruption	14.3%	22.7%	25.0%	26.7%	23.8%
Job creation/employment	7.1%	13.6%	0.0%	0.0%	14.3%
Rural development	7.1%	9.1%	18.8%	6.7%	4.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	4.5%	6.3%	6.7%	4.8%
Environmental sustainability	0.0%	4.5%	0.0%	0.0%	9.5%
Equality of opportunity	0.0%	4.5%	12.5%	0.0%	14.3%
Health	0.0%	22.7%	18.8%	26.7%	19.0%
Education*	50.0%	63.6%	43.8%	100.0%	57.1%
Poverty reduction	35.7%	13.6%	43.8%	33.3%	19.0%
Energy	14.3%	9.1%	0.0%	6.7%	4.8%
Transport	0.0%	4.5%	0.0%	6.7%	0.0%
Climate change	7.1%	0.0%	0.0%	0.0%	0.0%
Agricultural development	21.4%	18.2%	12.5%	6.7%	9.5%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	21.4%	22.7%	0.0%	20.0%	14.3%
Law and justice*	0.0%	0.0%	0.0%	0.0%	14.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	12.5%	0.0%	0.0%
Natural resource management	0.0%	4.5%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	7.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Angola (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Water and sanitation	15.4%	45.5%	43.8%	13.3%	30.0%
Equality of opportunity	15.4%	9.1%	25.0%	26.7%	30.0%
Economic growth*	53.8%	22.7%	6.3%	13.3%	40.0%
Climate change	7.7%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	5.0%
Gender equity	0.0%	0.0%	6.3%	6.7%	0.0%
Rural development*	53.8%	31.8%	43.8%	33.3%	5.0%
Urban development	7.7%	0.0%	6.3%	0.0%	5.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	15.4%	0.0%	0.0%	0.0%	10.0%
Law and justice	15.4%	0.0%	6.3%	0.0%	5.0%
Transport	0.0%	0.0%	6.3%	6.7%	5.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	7.7%	0.0%	0.0%	0.0%	5.0%
Information and communications technology	0.0%	0.0%	6.3%	0.0%	5.0%
Anti corruption	7.7%	27.3%	18.8%	40.0%	5.0%
Private sector development	15.4%	9.1%	6.3%	20.0%	10.0%
Foreign direct investment	0.0%	0.0%	6.3%	0.0%	5.0%
Education*	7.7%	63.6%	31.3%	80.0%	50.0%
Energy	0.0%	4.5%	6.3%	0.0%	15.0%
Public sector governance/reform	30.8%	22.7%	25.0%	26.7%	25.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	5.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Health	7.7%	22.7%	6.3%	6.7%	10.0%
Agricultural development	15.4%	22.7%	18.8%	13.3%	15.0%
Job creation/employment	7.7%	9.1%	6.3%	13.3%	10.0%
Financial markets	0.0%	4.5%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	7.7%	4.5%	6.3%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Angola (continued)**

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Better employment opportunities for young people	25.0%	14.3%	12.5%	20.0%	10.5%
Better employment opportunities for women	0.0%	4.8%	25.0%	6.7%	5.3%
Greater access to micro-finance for the poor	16.7%	9.5%	25.0%	0.0%	10.5%
Greater voice and participation for citizens to help ensure greater accountability	41.7%	38.1%	50.0%	26.7%	31.6%
Greater access to health and nutrition for citizens	25.0%	9.5%	6.3%	13.3%	21.1%
Better entrepreneurial opportunities	8.3%	9.5%	12.5%	6.7%	5.3%
A growing middle class	0.0%	0.0%	0.0%	13.3%	10.5%
Better opportunity for the poor who live in rural areas	8.3%	0.0%	18.8%	6.7%	21.1%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	16.7%	19.0%	6.3%	13.3%	10.5%
More reliable social safety net	0.0%	9.5%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	9.5%	0.0%	0.0%	5.3%
Education and training that better ensure job opportunity	33.3%	52.4%	25.0%	73.3%	47.4%
Better quality public services	25.0%	19.0%	12.5%	20.0%	5.3%
Other	0.0%	4.8%	6.3%	0.0%	15.8%

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Angola?	13	4.85	2.48	22	4.36	2.44	16	4.25	2.08	14	4.29	2.30	20	4.20	2.93

(1-Not familiar at all, 10-Extremely familiar)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.	12	5.92	2.47	18	5.06	2.04	13	5.46	2.11	10	6.30	2.00	13	5.00	2.48

(1-Not effective at all, 10-Very effective)

**B. Overall Attitudes toward the World Bank Group (continued)**

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Angola solve its most complicated development challenges?	11	6.64	1.86	17	5.29	1.90	14	6.21	2.15	8	7.13	1.13	10	7.30	2.45

(1-To no degree at all, 10-To a very significant degree)

When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Angola? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Social protection	7.7%	14.3%	12.5%	0.0%	20.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	4.8%	0.0%	7.1%	0.0%
Agricultural development	23.1%	23.8%	31.3%	42.9%	20.0%
Global/regional integration	0.0%	4.8%	0.0%	0.0%	5.0%
Gender equity*	7.7%	0.0%	18.8%	0.0%	0.0%
Public sector governance/reform	38.5%	28.6%	37.5%	28.6%	30.0%
Health	15.4%	23.8%	12.5%	7.1%	20.0%
Rural development	15.4%	0.0%	31.3%	14.3%	15.0%
Foreign direct investment	0.0%	4.8%	0.0%	0.0%	5.0%
Education	30.8%	33.3%	12.5%	64.3%	40.0%
Energy*	15.4%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	7.7%	4.8%	0.0%	0.0%	0.0%
Financial markets	0.0%	4.8%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	6.3%	0.0%	5.0%
Environmental sustainability	0.0%	4.8%	0.0%	0.0%	0.0%
Equality of opportunity	7.7%	14.3%	6.3%	0.0%	25.0%
Private sector development	7.7%	14.3%	18.8%	7.1%	5.0%
Water and sanitation	7.7%	19.0%	25.0%	14.3%	20.0%
Food security	15.4%	0.0%	0.0%	7.1%	0.0%
Climate change*	15.4%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	53.8%	28.6%	18.8%	21.4%	10.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	5.0%
Economic growth	15.4%	14.3%	6.3%	42.9%	20.0%
Law and justice	15.4%	0.0%	6.3%	0.0%	15.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	6.3%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	5.0%
Anti corruption*	0.0%	42.9%	50.0%	42.9%	15.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	10.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?

Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Convening/facilitating	7.7%	0.0%	6.7%	0.0%	0.0%
Data	0.0%	4.8%	13.3%	7.7%	16.7%
Policy advice, studies, analyses	23.1%	19.0%	26.7%	30.8%	16.7%
Financial resources	15.4%	14.3%	13.3%	15.4%	22.2%
Capacity development	46.2%	42.9%	6.7%	38.5%	27.8%
Technical assistance	7.7%	9.5%	20.0%	0.0%	11.1%
Mobilizing third party financial resources	0.0%	0.0%	6.7%	0.0%	0.0%
Donor coordination	0.0%	4.8%	6.7%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	7.7%	0.0%
Other	0.0%	4.8%	0.0%	0.0%	5.6%

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Convening/facilitating	8.3%	5.0%	0.0%	0.0%	0.0%
Data*	0.0%	5.0%	13.3%	30.8%	0.0%
Policy advice, studies, analyses	8.3%	25.0%	26.7%	15.4%	38.9%
Financial resources	16.7%	10.0%	6.7%	0.0%	11.1%
Capacity development	16.7%	20.0%	26.7%	15.4%	27.8%
Technical assistance	33.3%	10.0%	6.7%	15.4%	16.7%
Mobilizing third party financial resources	8.3%	5.0%	13.3%	7.7%	0.0%
Donor coordination	8.3%	10.0%	6.7%	7.7%	0.0%
Linkage to non-Bank expertise	0.0%	5.0%	0.0%	0.0%	0.0%
Other	0.0%	5.0%	0.0%	7.7%	5.6%

*Significantly different between stakeholder groups

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Angola? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	7	6.57	2.94	11	5.45	1.69	14	5.36	2.13	5	5.80	1.10	9	5.89	2.57
Citizen engagement (incorporating citizens' voices into development)	4	5.50	2.38	11	4.55	1.04	12	4.67	2.15	6	4.67	2.07	7	5.00	3.56
Policy design (for clarity and better incentives to achieve development goals)	5	7.20	1.92	12	5.33	1.78	13	5.77	1.92	6	6.50	.84	9	5.33	3.16

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how to improve capacity building in Angola to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	7	8.29	2.14	14	6.79	2.04	14	7.86	1.79	8	7.88	2.03	14	7.21	2.64
Citizen engagement (incorporating citizens' voices into development)	5	8.40	3.05	14	7.50	2.10	13	7.69	2.59	8	8.50	1.41	11	7.18	2.71
Policy design (for clarity and better incentives to achieve development goals)	8	8.88	2.10	15	7.73	2.12	13	8.23	1.83	9	8.67	1.73	10	6.80	2.62

Which of the following do you identify as the World Bank Group's greatest **WEAKNESSES** in its work in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Staff too inaccessible	7.7%	5.0%	6.7%	15.4%	10.5%
Not exploring alternative policy options	7.7%	5.0%	6.7%	7.7%	0.0%
Not collaborating enough with stakeholders outside the Government	15.4%	10.0%	40.0%	23.1%	31.6%
Its advice and strategies do not lend themselves to practical problem solving	7.7%	5.0%	13.3%	0.0%	0.0%
Not enough public disclosure of its work	38.5%	25.0%	33.3%	0.0%	26.3%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	30.8%	10.0%	6.7%	23.1%	5.3%
Not willing to honestly criticize policies and reform efforts in the country	7.7%	20.0%	13.3%	0.0%	10.5%
Too influenced by developed countries*	15.4%	35.0%	33.3%	15.4%	0.0%
Imposing technocratic solutions without regard to political realities	15.4%	15.0%	6.7%	0.0%	5.3%
World Bank Group's processes too slow	7.7%	5.0%	20.0%	0.0%	0.0%
Not aligned with other donors' work	0.0%	10.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Angola	0.0%	10.0%	0.0%	7.7%	5.3%
Other	7.7%	5.0%	13.3%	0.0%	10.5%
Don't know*	7.7%	20.0%	0.0%	53.8%	47.4%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Trust Fund management	7.7%	10.5%	14.3%	0.0%	5.3%
Knowledge products/services	7.7%	10.5%	35.7%	16.7%	15.8%
Investment lending	38.5%	15.8%	28.6%	41.7%	10.5%
Technical assistance	46.2%	42.1%	50.0%	16.7%	21.1%
Capacity development	46.2%	52.6%	50.0%	50.0%	47.4%
Policy based lending / budget support to the Government	7.7%	5.3%	7.1%	8.3%	15.8%
Multi-sectoral approaches	7.7%	10.5%	7.1%	16.7%	15.8%
Other	0.0%	5.3%	7.1%	0.0%	10.5%
Don't know	15.4%	15.8%	0.0%	16.7%	21.1%

To what extent do you believe that the World Bank Group's work and support help the poorest in Angola?

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
To a fully sufficient degree	7.7%	5.0%	0.0%	0.0%	5.3%
To a somewhat sufficient degree	30.8%	35.0%	20.0%	38.5%	31.6%
To a somewhat insufficient degree	30.8%	25.0%	60.0%	15.4%	10.5%
To a very insufficient degree	15.4%	15.0%	13.3%	7.7%	10.5%
Don't know	15.4%	20.0%	6.7%	38.5%	42.1%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Academia/think tanks/research institutes*	46.2%	40.0%	60.0%	92.3%	42.1%
Donor community	15.4%	10.0%	6.7%	0.0%	21.1%
Media	0.0%	5.0%	0.0%	15.4%	10.5%
Local Government	23.1%	10.0%	6.7%	7.7%	21.1%
Private sector	30.8%	30.0%	20.0%	38.5%	10.5%
Parliament	23.1%	10.0%	0.0%	0.0%	10.5%
NGOs/Community Based Organizations (CBOs)*	30.8%	15.0%	86.7%	30.8%	26.3%
Youth/university groups	0.0%	20.0%	0.0%	0.0%	21.1%
Beneficiaries	7.7%	10.0%	20.0%	7.7%	5.3%
Foundations	7.7%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	5.3%
Don't know	7.7%	20.0%	0.0%	0.0%	5.3%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Angola? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Angola	9	7.22	2.11	16	5.06	2.21	12	6.25	2.30	10	5.70	2.16	10	7.10	2.28
The World Bank Group's work is aligned with what I consider the development priorities for Angola*	11	7.18	2.27	16	4.44	1.90	11	6.64	2.01	9	6.22	2.22	12	6.83	2.52
The World Bank Group supports programs and strategies that are realistic for Angola	9	7.11	2.20	15	5.33	2.19	10	5.90	2.47	9	5.89	2.67	10	6.40	2.37
The World Bank Group treats clients and stakeholders in Angola with respect	7	7.29	2.36	14	6.57	2.06	10	6.50	1.84	6	7.17	1.33	5	4.80	3.11

*Significantly different between stakeholder groups

To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	9	6.56	2.19	10	5.50	1.58	6	6.67	2.66	6	6.67	1.86	7	8.57	.98
Flexibility (in terms of the institution's products and services)	9	6.78	2.28	12	5.17	2.29	11	5.64	2.20	8	6.13	1.25	7	4.57	2.76
Flexibility (in terms of changing country circumstances)	9	5.89	1.69	13	5.46	2.07	9	5.78	2.05	7	6.43	1.27	6	4.33	2.73
Being inclusive	9	6.67	1.80	13	6.00	1.96	9	5.78	2.59	7	7.14	2.04	6	5.50	1.52
Openness (sharing data and other information)	5	7.40	2.41	13	5.77	2.65	11	6.36	2.46	9	7.11	2.52	9	6.56	2.70
Staff accessibility	8	7.13	2.42	14	5.64	1.55	10	6.70	2.11	6	7.17	1.60	7	4.71	2.81
Straightforwardness and honesty	10	6.80	2.97	14	5.86	2.25	9	6.33	2.69	9	7.00	2.12	9	5.56	3.36
Ease of access to the people at the World Bank Group who are making decisions important to my work	9	6.00	2.60	13	5.00	2.38	12	5.58	2.71	6	6.00	2.61	6	5.33	3.44
Collaboration with civil society	9	4.78	2.99	15	5.27	2.05	13	4.62	2.69	7	7.00	2.00	8	5.75	3.45
Collaboration with the Government	10	7.60	2.63	12	6.83	2.33	11	7.73	1.90	7	8.00	1.53	8	8.50	1.20
Collaboration with other donors and development partners	9	7.22	2.49	11	5.64	1.57	10	6.40	2.07	7	6.57	2.37	8	7.25	2.43
Collaboration with the private sector	7	4.29	1.38	15	4.80	2.40	10	6.20	2.25	6	6.67	1.21	6	5.17	2.48
The speed in which it gets things accomplished on the ground	8	6.38	2.50	14	4.79	2.33	9	5.00	2.12	6	6.83	1.17	7	5.57	2.82
Being a long-term partner	10	8.10	2.28	14	6.93	2.46	11	7.73	2.24	8	8.38	1.60	9	7.22	2.77

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

To be a more effective development partner in Angola, do you believe that the World Bank Group should have ... ? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
More local presence	91.7%	68.4%	92.9%	83.3%	80.0%
The current level of local presence is adequate	8.3%	15.8%	7.1%	8.3%	6.7%
Don't know	0.0%	15.8%	0.0%	8.3%	13.3%
Less local presence	0.0%	0.0%	0.0%	0.0%	0.0%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
The World Bank Group does not do adequate follow through/follow-up	18.2%	23.5%	28.6%	0.0%	7.1%
Poor donor coordination	9.1%	0.0%	14.3%	0.0%	21.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	9.1%	17.6%	7.1%	11.1%	7.1%
Lack of/inadequate levels of capacity in Government	0.0%	35.3%	21.4%	22.2%	21.4%
There is not an adequate level of citizen/civil society participation*	63.6%	17.6%	71.4%	44.4%	35.7%
The World Bank Group works too slowly	9.1%	11.8%	14.3%	11.1%	7.1%
The Government works inefficiently	18.2%	23.5%	28.6%	22.2%	7.1%
Political pressures and obstacles*	0.0%	35.3%	7.1%	44.4%	35.7%
Reforms are not well thought out in light of country challenges	18.2%	11.8%	7.1%	0.0%	14.3%
Other	0.0%	5.9%	0.0%	11.1%	14.3%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Angola? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	11	7.82	3.31	18	7.89	2.97	13	9.31	1.03	8	9.75	.46	11	8.91	2.39
Information and communications technology*	9	8.89	2.32	15	5.33	2.74	14	7.64	1.69	9	7.78	2.39	11	8.64	1.91
Transport	8	8.50	2.83	18	5.78	2.82	14	7.64	2.34	9	8.44	2.92	10	6.80	2.70
Crime and violence	7	8.29	2.21	18	5.50	2.83	12	6.50	2.11	9	6.44	3.50	10	7.00	2.79
Law and justice	8	9.00	2.45	17	6.76	2.33	13	7.77	1.96	8	7.75	3.41	10	8.20	2.78
Urban development	8	8.88	2.23	16	6.31	2.41	13	7.69	2.21	10	8.40	2.50	11	7.64	2.54
Environmental sustainability	7	9.57	1.13	16	7.25	2.52	14	8.14	1.56	9	7.67	2.55	12	8.83	1.70
Regulatory framework	6	6.83	2.56	16	6.50	2.58	13	6.77	1.88	9	7.67	2.60	10	7.60	2.80
Communicable/non-communicable diseases	8	9.13	2.10	18	5.94	2.75	14	7.07	2.34	9	7.78	2.49	11	7.36	2.46
Poverty reduction	9	8.22	3.56	17	7.82	1.94	14	9.36	1.08	10	9.70	.95	13	8.77	1.48
Gender equity*	8	9.00	2.14	18	5.78	2.71	14	7.86	2.07	10	7.40	2.41	11	8.09	1.87
Private sector development	8	8.38	2.56	17	6.47	2.53	13	8.00	2.38	10	8.10	2.23	11	8.73	1.68
Foreign direct investment	8	8.13	2.59	18	5.94	2.60	12	6.58	2.91	9	7.33	2.60	13	8.08	2.43
Water and sanitation	8	8.38	2.39	17	7.18	2.79	14	8.64	2.10	10	9.10	1.10	13	8.77	1.48
Trade and exports	8	6.88	3.52	17	5.65	2.55	13	7.00	2.45	9	7.56	2.19	11	7.91	2.70
Economic growth	8	8.38	2.50	18	7.78	2.46	13	8.46	2.15	10	9.90	.32	11	8.64	1.57
Energy*	8	9.00	2.45	18	7.06	2.69	14	7.29	2.33	9	9.56	.73	13	8.54	1.56
Disaster management	8	7.50	3.38	16	5.31	2.65	12	6.42	2.43	9	6.44	3.24	10	7.40	2.32
Public sector governance/reform	9	8.22	3.56	18	7.78	2.82	14	9.00	1.18	10	8.60	1.78	13	8.46	3.15
Job creation/employment	8	9.00	2.14	18	7.00	2.45	13	7.77	2.49	9	7.56	2.30	11	8.55	2.16
Financial markets	8	7.38	2.45	16	5.38	2.68	13	7.00	2.45	9	7.33	2.50	11	7.91	1.87
Equality of opportunity*	7	8.71	2.36	17	5.76	2.99	14	7.93	1.94	9	8.44	1.94	10	8.00	2.67
Health	8	9.13	2.47	18	6.94	2.71	14	8.50	1.95	8	9.50	1.07	12	8.42	2.15
Rural development	8	8.13	3.56	16	7.13	2.47	13	9.08	1.32	9	9.11	1.17	12	8.75	1.36
Global/regional integration	7	8.00	2.83	18	6.17	3.01	14	7.57	1.87	10	7.70	2.26	10	7.40	2.55
Food security	8	8.13	3.56	18	6.78	3.04	12	8.33	1.56	9	9.33	.87	11	8.45	1.97
Education	7	9.00	2.65	17	8.06	2.79	13	8.69	1.60	8	9.75	.71	14	9.36	1.08
Social protection	6	8.83	2.40	18	5.72	3.14	14	7.71	2.13	8	8.00	2.67	10	7.80	2.62
Climate change	7	8.29	2.98	18	6.72	2.89	14	6.64	2.47	8	7.13	3.04	9	7.44	2.51
Agricultural development	8	8.00	3.51	18	8.22	2.02	13	9.23	1.01	8	10.00	0.00	12	8.00	1.91
Natural resource management	6	7.83	3.06	18	6.50	2.57	13	7.31	2.36	8	9.13	1.46	13	7.85	3.05

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Angola? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Education	7	7.00	2.58	8	6.13	2.30	7	6.00	3.00	6	6.67	3.27	5	7.00	3.46
Health	8	7.38	2.83	9	5.67	1.66	7	4.57	2.76	4	6.50	1.29	4	7.75	2.06
Municipal infrastructure	8	6.00	2.73	8	4.88	1.96	6	6.00	3.03	4	6.25	1.26	3	5.00	2.00
Water and sanitation	8	6.88	2.80	10	5.80	2.20	9	5.33	2.83	3	7.00	1.73	7	6.29	3.64
Agriculture and rural development	8	6.63	2.50	10	4.80	2.10	10	6.30	2.71	6	7.17	1.17	5	6.80	2.59
Private sector development	4	5.25	3.30	9	3.56	2.07	7	6.43	2.64	4	6.50	.58	6	6.67	3.14
Poverty reduction	8	7.25	2.31	12	4.92	2.57	11	5.73	2.53	6	6.33	3.08	6	5.33	3.50
Economic growth	6	4.67	2.88	9	5.56	2.35	8	6.63	2.72	5	5.40	2.61	7	6.57	2.64

Where are the World Bank Group's decisions made primarily that support the program in Angola? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
At the Headquarters (in Washington D.C.)	75.0%	50.0%	41.7%	27.3%	46.2%
In the country	8.3%	0.0%	16.7%	18.2%	15.4%
Don't know	16.7%	50.0%	41.7%	54.5%	38.5%

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Angola?	10	7.20	2.04	14	4.93	1.90	11	6.09	2.26	9	6.00	1.94	10	6.80	1.99

(1-To no degree at all, 10-To a very significant degree)

To what extent do you agree with the following statements about the World Bank Group in Angola? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Angola	9	6.44	2.96	13	4.08	2.18	11	5.36	1.80	6	4.83	1.94	6	5.33	1.97
The World Bank Group meets Angola's needs for knowledge services	10	4.20	2.10	15	4.73	2.46	11	5.91	2.17	6	4.67	1.86	6	5.50	1.38

**C. World Bank Group's Effectiveness and Results (continued)**

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Angola?	8	6.25	1.67	13	4.62	1.85	9	5.22	2.39	5	3.80	2.17	8	5.63	2.92

(1-To no degree at all, 10-To a very significant degree)

D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Weekly	16.7%	0.0%	7.7%	0.0%	7.7%
Monthly	0.0%	22.2%	0.0%	9.1%	7.7%
A few times a year	58.3%	33.3%	61.5%	72.7%	53.8%
Rarely	16.7%	27.8%	23.1%	18.2%	15.4%
Never	8.3%	16.7%	7.7%	0.0%	15.4%

In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	10	6.80	2.97	13	5.69	2.06	9	5.11	2.20	9	6.56	2.07	7	7.29	2.06
Include appropriate level of stakeholder involvement during preparation*	7	8.00	2.65	13	5.54	1.71	12	5.58	1.83	5	4.60	1.14	6	7.00	2.97
Lead to practical solutions*	8	8.13	1.89	12	5.17	1.99	10	5.40	2.07	5	6.20	.84	7	6.14	3.02
Are accessible (well written and easy to understand)	9	7.89	2.20	13	6.23	1.83	11	6.55	2.02	9	6.56	1.94	7	6.43	2.82
Are source of relevant information on global good practices	10	8.30	2.06	12	7.33	1.87	12	6.50	2.02	10	7.40	2.22	7	7.43	2.76
Are adequately disseminated	9	6.22	2.91	14	5.21	2.19	11	5.18	1.99	7	5.71	2.75	7	5.86	4.10
Are translated enough into local language	9	6.67	2.45	11	5.27	2.20	11	4.64	1.63	7	5.43	2.70	6	6.50	3.21
Are adaptable to Angola's specific development challenges and country circumstances	10	6.70	2.06	10	5.60	2.27	10	5.80	1.87	6	6.00	.63	7	6.43	2.64

*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge Work and Activities (continued)**

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	12	6.83	2.92	15	5.40	2.59	13	6.08	2.14	10	6.80	1.81	9	7.89	1.54
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	7.70	1.70	15	6.53	1.64	11	6.82	1.47	9	7.56	1.51	9	8.00	1.58

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	9	4.33	2.60	9	3.67	1.73	7	3.86	2.12	5	4.60	2.07	4	4.00	2.58
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	8.36	2.06	13	5.85	2.48	10	6.10	2.42	7	6.29	2.43	7	7.86	2.12
The World Bank Group's approvals and reviews are done in a timely fashion	7	7.14	2.54	12	5.00	2.52	9	6.22	1.79	5	4.60	2.30	6	6.67	2.80
The World Bank Group's "Safeguard Policy" requirements are reasonable	7	6.43	3.69	10	5.10	2.60	9	6.11	1.69	3	5.00	2.00	5	7.80	1.64
The World Bank Group's conditions on its lending are reasonable	8	7.00	3.25	8	4.38	2.62	6	6.17	1.94	4	4.75	2.06	3	4.00	1.00
The World Bank Group takes decisions quickly in Angola	8	3.88	2.59	9	3.44	2.35	8	3.88	1.25	4	4.25	1.89	6	4.83	3.71
Working with the World Bank Group increases Angola's institutional capacity	10	7.80	2.86	13	6.23	2.59	10	6.20	2.57	8	7.63	2.20	8	7.50	2.88
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	8.00	2.68	10	6.70	2.87	7	6.57	2.37	5	6.40	3.36	6	6.67	2.42
The World Bank Group provides effective implementation support	9	7.89	2.37	13	5.85	2.54	8	7.00	1.51	6	6.00	2.28	6	7.00	2.83

**E. Working with the World Bank Group (continued)**

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Angola?	8	7.00	2.45	10	4.70	2.58	8	5.50	1.85	5	6.20	2.28	9	6.67	2.35

(1-To no degree at all, 10-To a very significant degree)

Which of the following best describes the way the World Bank Group operates in Angola? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
The World Bank Group takes too much risk in Angola	8.3%	12.5%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Angola	25.0%	62.5%	25.0%	27.3%	23.1%
The World Bank Group's approach to risk is appropriate	8.3%	0.0%	33.3%	9.1%	30.8%
Don't know	58.3%	25.0%	41.7%	63.6%	46.2%

Which of the following best describes the World Bank Group's support in Angola? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Angola	83.3%	18.8%	41.7%	54.5%	35.7%
The World Bank Group is not sufficiently selective in Angola, and it is involved in too many areas of development	0.0%	18.8%	16.7%	0.0%	14.3%
Don't know	16.7%	62.5%	41.7%	45.5%	50.0%

**F. The Future Role of the World Bank Group in Angola**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on Angola's economy	33.3%	23.5%	33.3%	72.7%	42.9%
Ensure greater selectivity in its work	8.3%	5.9%	0.0%	0.0%	7.1%
Offer more innovative financial products	25.0%	17.6%	16.7%	9.1%	0.0%
Improve the competitiveness of its financing compared to markets	25.0%	11.8%	0.0%	9.1%	7.1%
Reach out more to groups outside of Government	41.7%	23.5%	66.7%	36.4%	42.9%
Work faster	0.0%	11.8%	16.7%	0.0%	7.1%
Improve the quality of its experts as related to Angola's specific challenges	25.0%	11.8%	0.0%	0.0%	0.0%
Offer more innovative knowledge services	8.3%	17.6%	8.3%	18.2%	0.0%
Collaborate more effectively with Government clients	8.3%	11.8%	8.3%	0.0%	21.4%
Increase the level of capacity development in the country	8.3%	35.3%	25.0%	54.5%	42.9%
Reduce the complexity of obtaining World Bank Group financing	16.7%	5.9%	25.0%	0.0%	0.0%
Increase availability of reimbursable advisory services (RAS)	0.0%	5.9%	0.0%	0.0%	0.0%
Other	0.0%	5.9%	0.0%	0.0%	21.4%

When considering the combination of services that the World Bank Group offers in Angola, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in Angola? (Select only **ONE** response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Financial services	33.3%	17.6%	25.0%	9.1%	26.7%
Knowledge products	41.7%	35.3%	50.0%	81.8%	26.7%
Convening services	0.0%	11.8%	0.0%	0.0%	6.7%
The combination is appropriate for Angola	8.3%	11.8%	8.3%	9.1%	6.7%
Don't know	16.7%	23.5%	16.7%	0.0%	33.3%



G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Periodicals	66.7%	41.2%	33.3%	54.5%	30.8%
International newspapers	25.0%	47.1%	33.3%	18.2%	15.4%
Local radio	8.3%	0.0%	8.3%	0.0%	15.4%
International radio	8.3%	0.0%	0.0%	9.1%	0.0%
Local television	8.3%	0.0%	0.0%	9.1%	15.4%
International television	0.0%	0.0%	0.0%	0.0%	15.4%
Local newspapers	16.7%	17.6%	25.0%	0.0%	7.7%
Internet	58.3%	58.8%	75.0%	81.8%	38.5%
Social media	0.0%	5.9%	16.7%	18.2%	15.4%
Other	0.0%	11.8%	0.0%	0.0%	15.4%

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	16.7%	11.8%	58.3%	0.0%	14.3%
e-Newsletters	50.0%	52.9%	41.7%	81.8%	64.3%
World Bank Group's seminars/workshops/ conferences	50.0%	47.1%	50.0%	18.2%	21.4%
World Bank Group's publications and other written materials	16.7%	23.5%	16.7%	54.5%	7.1%
World Bank Group's website	25.0%	23.5%	8.3%	45.5%	14.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)*	0.0%	17.6%	0.0%	0.0%	35.7%
Mobile phones	16.7%	11.8%	16.7%	0.0%	21.4%
Other	0.0%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Yes	8.3%	23.5%	33.3%	9.1%	21.4%
No	91.7%	76.5%	66.7%	90.9%	78.6%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Yes	0.0%	23.5%	25.0%	0.0%	28.6%
No	100.0%	76.5%	75.0%	100.0%	71.4%

**G. Communication and Information Sharing (continued)**

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Private Sector/Financial Sector/Private Bank	CSO	Academia/Research/Think tank	Other
Yes	100.0%	75.0%	50.0%	-	75.0%
No	0.0%	25.0%	50.0%	-	25.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Private Sector/Financial Sector/Private Bank	CSO	Academia/Research/Think tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%

Do you use/have used the World Bank Group website?*

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Private Sector/Financial Sector/Private Bank	CSO	Academia/Research/Think tank	Other
Yes	25.0%	64.7%	18.2%	54.5%	71.4%
No	75.0%	35.3%	81.8%	45.5%	28.6%

*Significantly different between stakeholder groups

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Private Sector/Financial Sector/Private Bank	CSO	Academia/Research/Think tank	Other
Yes	27.3%	35.3%	8.3%	27.3%	35.7%
No	72.7%	64.7%	91.7%	72.7%	64.3%

Which Internet connection do you use primarily when visiting a World Bank Group website?*

Percentage of Respondents	Employee of a Ministry/PMU/Consultant	Private Sector/Financial Sector/Private Bank	CSO	Academia/Research/Think tank	Other
High speed/WiFi	62.5%	100.0%	71.4%	75.0%	100.0%
Dial-up	37.5%	0.0%	28.6%	25.0%	0.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	4	7.00	2.83	13	6.46	2.03	5	7.20	2.28	6	7.50	1.64	7	7.43	1.62
I find the information on the World Bank Group's websites useful.	5	7.40	2.70	13	6.85	1.95	5	7.20	2.28	7	8.43	1.51	7	8.43	1.40
The World Bank Group's social media channels are valuable sources of information about the institution	2	7.00	4.24	6	6.00	2.19	4	7.25	2.63	2	8.00	1.41	2	9.00	0.00
When I need information from the World Bank Group I know how to find it	8	6.75	3.11	13	5.69	2.21	7	7.14	2.41	7	5.86	2.79	11	6.82	3.09
The World Bank Group is responsive to my information requests and inquiries	4	2.75	2.06	6	6.50	2.07	5	6.40	2.51	5	6.40	3.13	7	5.00	3.79

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
I currently collaborate with the World Bank Group	35.7%	4.5%	12.5%	0.0%	14.3%
I have previously collaborated with the World Bank Group	14.3%	40.9%	37.5%	33.3%	19.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	0.0%	0.0%	12.5%	0.0%	14.3%
I have never collaborated with the World Bank Group	50.0%	54.5%	37.5%	66.7%	52.4%

Which of the following agencies of the World Bank Group do you primarily engage with in Angola? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
The World Bank (IDA)	80.0%	56.3%	69.2%	100.0%	53.8%
The International Finance Corporation (IFC)	0.0%	12.5%	15.4%	0.0%	15.4%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	6.3%	0.0%	0.0%	0.0%
Other	20.0%	25.0%	15.4%	0.0%	30.8%

**H. Background Information (continued)**

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Yes	20.0%	11.1%	6.7%	9.1%	16.7%
No	80.0%	88.9%	93.3%	90.9%	83.3%

If yes, what was your view of how the two institutions work together in Angola? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
The two institutions work well together	20.0%	30.0%	0.0%	22.2%	0.0%
The way the two institutions work together needs improvement	20.0%	20.0%	16.7%	0.0%	25.0%
The two institutions do not work well together	0.0%	0.0%	33.3%	0.0%	0.0%
Don't know	60.0%	50.0%	50.0%	77.8%	75.0%

Which of the following describes most of your exposure to the World Bank Group in Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	30.8%	44.4%	25.0%	53.8%	45.0%
Use World Bank Group reports/data*	15.4%	38.9%	43.8%	53.8%	10.0%
Engage in World Bank Group related/sponsored events/activities	15.4%	22.2%	50.0%	7.7%	20.0%
Collaborate as part of my professional duties*	38.5%	5.6%	12.5%	0.0%	40.0%
Use World Bank Group website for information, data, research, etc.	30.8%	22.2%	18.8%	23.1%	30.0%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research/ Think tank	Other
Female	7.1%	45.5%	6.3%	13.3%	23.8%
Male	92.9%	54.5%	93.8%	86.7%	76.2%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Locations¹⁸

● Luanda N=61 ● Other N=29

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.	46	5.15	2.11	22	6.09	2.22

(1-Not effective at all, 10-Very effective)

To what extent do you agree with the following statements about the World Bank Group's work in Angola?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Angola*	42	5.67	2.15	16	7.19	2.37
The World Bank Group's work is aligned with what I consider the development priorities for Angola	42	5.81	2.29	18	6.94	2.36

*Significantly different between geographic locations

To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	23	6.30	1.96	16	7.06	2.24
Flexibility (in terms of the institution's products and services)	31	5.32	2.23	17	6.18	2.16
Flexibility (in terms of changing country circumstances)*	31	5.19	1.97	14	6.50	1.70
Being inclusive	29	5.86	2.05	16	6.69	1.92
Openness (sharing data and other information)	36	6.53	2.41	12	6.42	2.84
Staff accessibility	32	6.09	2.20	14	6.64	2.17
Straightforwardness and honesty*	34	5.82	2.69	18	7.33	2.33
Ease of access to the people at the World Bank Group who are making decisions important to my work	30	5.83	2.73	17	5.24	2.54
Collaboration with civil society	35	5.29	2.71	17	5.41	2.58
Collaboration with the Government	29	7.45	2.05	20	8.00	2.03
Collaboration with other donors and development partners	29	6.48	2.15	17	6.82	2.24
Collaboration with the private sector	29	5.17	2.12	15	5.67	2.35
The speed in which it gets things accomplished on the ground	28	5.14	2.19	17	6.00	2.50
Being a long-term partner	34	7.29	2.38	18	8.17	2.09

*Significantly different between geographic locations

¹⁸ Only 90 respondents provided the information about their geographic locations. Thus, only these respondents were included in the analyses presented in this appendix.

**C. World Bank Group's Effectiveness and Results**

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Angola?*	36	5.58	1.84	19	7.05	2.27

(1-To no degree at all, 10-To a very significant degree) *Significantly different between geographic locations

To what extent do you agree with the following statements about the World Bank Group in Angola?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Angola*	29	4.31	1.77	17	6.53	2.35
The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)	31	4.71	2.04	18	5.44	2.25

*Significantly different between geographic locations

D. The World Bank Group's Knowledge Work and Activities

In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Angola's specific development challenges and country circumstances	26	5.92	1.92	18	6.17	2.23

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	41	6.17	2.38	19	7.16	2.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	38	7.08	1.62	17	7.59	1.62

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Luanda			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Angola	19	3.63	2.50	17	4.29	2.14
Where country systems are adequate, the World Bank Group makes appropriate use of them	20	6.80	2.97	14	6.93	2.16



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁹

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY15 Angola COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Angola?”

Collaborating with the WBG N=16 ● Not collaborating with the WBG N=72

B. Overall Attitudes toward the World Bank Group

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Angola?*	16	5.69	2.24	69	4.06	2.39

(1-Not familiar at all, 10-Extremely familiar)

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.	15	6.07	1.94	51	5.29	2.27

(1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Angola solve its most complicated development challenges?*	14	7.36	1.74	46	6.02	2.06

(1-To no degree at all, 10-To a very significant degree)

*Significantly different between collaborators and non-collaborators

¹⁹ Only 88 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options “I currently collaborate with the WBG” and “Both of above” were combined as “Collaborating with the WBG” for the comparisons in this appendix. “I have previously collaborated with the WBG,” and “I have never collaborated with the WBG” were combined as “Not collaborating with the WBG”.

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Angola? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	6.3%	13.2%
Crime and violence	0.0%	0.0%
Transport	0.0%	2.9%
Agricultural development	25.0%	27.9%
Global/regional integration	6.3%	1.5%
Gender equity	6.3%	4.4%
Public sector governance/reform	50.0%	27.9%
Health	18.8%	16.2%
Rural development	25.0%	11.8%
Foreign direct investment	6.3%	1.5%
Education	18.8%	39.7%
Energy	0.0%	2.9%
Job creation/employment	0.0%	2.9%
Financial markets	0.0%	1.5%
Urban development	6.3%	1.5%
Environmental sustainability	0.0%	1.5%
Equality of opportunity	18.8%	10.3%
Private sector development	6.3%	11.8%
Water and sanitation	25.0%	16.2%
Food security	0.0%	4.4%
Climate change	6.3%	1.5%
Poverty reduction	25.0%	25.0%
Trade and exports	0.0%	1.5%
Economic growth	6.3%	22.1%
Law and justice*	31.3%	1.5%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	1.5%
Natural resource management	0.0%	1.5%
Anti corruption*	6.3%	36.8%
Information and communications technology	0.0%	2.9%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Angola? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	12	7.00	2.26	34	5.26	1.93
Citizen engagement (incorporating citizens' voices into development)	8	5.75	2.87	32	4.53	1.90
Policy design (for clarity and better incentives to achieve development goals)	10	6.20	2.62	35	5.71	1.96

*Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in Angola to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	15	8.60	2.13	42	7.10	2.03
Citizen engagement (incorporating citizens' voices into development)	13	8.46	2.15	38	7.47	2.38
Policy design (for clarity and better incentives to achieve development goals)	14	8.57	1.95	41	7.80	2.18

*Significantly different between collaborators and non-collaborators

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Angola?***(1-Strongly disagree, 10-Strongly agree)*

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Angola	13	7.00	1.83	44	5.86	2.38
The World Bank Group's work is aligned with what I consider the development priorities for Angola	14	6.50	2.31	45	6.00	2.38
The World Bank Group supports programs and strategies that are realistic for Angola	14	6.50	1.99	39	5.87	2.47
The World Bank Group treats clients and stakeholders in Angola with respect	10	6.50	1.96	32	6.56	2.23

To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following?*(1-To no degree at all, 10-To a very significant degree)*

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	10	7.30	2.31	28	6.46	1.97
Flexibility (in terms of the institution's products and services)	12	5.42	2.27	35	5.74	2.24
Flexibility (in terms of changing country circumstances)	11	5.27	2.33	33	5.73	1.89
Being inclusive	10	5.70	1.95	34	6.35	2.04
Openness (sharing data and other information)	8	7.00	2.14	39	6.38	2.60
Staff accessibility	11	6.91	2.30	34	5.97	2.11
Straightforwardness and honesty	10	6.50	3.24	41	6.22	2.50
Ease of access to the people at the World Bank Group who are making decisions important to my work	11	6.64	2.73	35	5.17	2.49
Collaboration with civil society	11	4.55	2.38	41	5.54	2.69
Collaboration with the Government	12	8.58	1.88	36	7.33	2.03
Collaboration with other donors and development partners	10	7.10	2.02	35	6.40	2.20
Collaboration with the private sector	9	5.33	2.40	35	5.34	2.17
The speed in which it gets things accomplished on the ground	10	5.70	2.87	34	5.47	2.18
Being a long-term partner	11	8.09	2.74	41	7.46	2.19



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Angola? (1-Not important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	13	9.08	1.71	48	8.48	2.63
Information and communications technology	13	8.31	2.21	45	7.20	2.61
Transport	13	7.77	2.77	46	7.00	2.85
Crime and violence	12	6.42	2.71	44	6.50	2.83
Law and justice	14	8.50	2.21	42	7.45	2.62
Urban development	11	7.91	2.43	47	7.51	2.50
Environmental sustainability	10	8.70	1.70	48	8.02	2.18
Regulatory framework	10	7.10	2.69	44	6.98	2.40
Communicable/non-communicable diseases	12	6.92	2.64	48	7.23	2.63
Poverty reduction	14	8.64	2.13	49	8.73	1.96
Gender equity	12	8.08	2.23	49	7.18	2.56
Private sector development	11	8.27	2.80	48	7.65	2.31
Foreign direct investment	12	7.25	3.31	48	6.98	2.56
Water and sanitation	12	8.92	1.93	50	8.16	2.23
Trade and exports	13	6.23	3.52	45	7.02	2.44
Economic growth	11	8.36	2.16	49	8.55	2.09
Energy	13	8.00	2.55	49	8.04	2.27
Disaster management	10	5.30	2.87	45	6.69	2.75
Public sector governance/reform	13	7.62	3.38	51	8.57	2.32
Job creation/employment	12	7.58	2.81	47	7.87	2.28
Financial markets	12	6.75	3.14	45	6.84	2.38
Equality of opportunity	12	7.42	2.78	45	7.49	2.65
Health	12	8.33	2.64	48	8.21	2.31
Rural development	12	8.67	1.97	46	8.26	2.25
Global/regional integration	11	6.55	2.94	48	7.33	2.48
Food security	11	8.18	2.56	47	7.96	2.54
Education	12	9.08	1.98	47	8.79	2.05
Social protection	12	7.08	3.26	44	7.30	2.72
Climate change	11	5.82	3.19	45	7.38	2.53
Agricultural development	11	8.09	2.70	48	8.73	1.85
Natural resource management	13	7.00	3.21	45	7.62	2.46

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Angola? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Education	5	7.00	2.65	28	6.43	2.78
Health	6	7.17	2.86	26	6.00	2.33
Municipal infrastructure	5	5.60	2.30	24	5.63	2.34
Water and sanitation	9	6.56	3.28	28	5.96	2.53
Agriculture and rural development	8	6.88	2.64	31	6.00	2.29
Private sector development	4	5.75	3.86	26	5.42	2.58
Poverty reduction	10	6.60	2.88	33	5.58	2.68
Economic growth	7	5.57	3.31	28	5.89	2.42

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Angola?	12	6.75	2.53	42	5.93	1.98

(1-To no degree at all, 10-To a very significant degree)

To what extent do you agree with the following statements about the World Bank Group in Angola?

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Angola	11	5.91	2.70	34	4.88	2.11
The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)	11	5.00	1.79	37	4.97	2.27

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Angola?	11	5.00	2.45	32	5.19	2.19

(1-To no degree at all, 10-To a very significant degree)

**D. The World Bank Group's Knowledge Work and Activities**

In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	10	7.00	2.62	38	6.00	2.24
Include appropriate level of stakeholder involvement during preparation	9	7.00	2.55	34	5.79	2.13
Lead to practical solutions	10	6.40	2.50	32	5.97	2.24
Are accessible (well written and easy to understand)	10	6.90	2.33	39	6.64	2.08
Are source of relevant information on global good practices	10	8.30	1.89	41	7.12	2.16
Are adequately disseminated	10	5.90	2.88	38	5.47	2.59
Are translated enough into local language	10	6.00	2.58	34	5.47	2.35
Are adaptable to Angola's specific development challenges and country circumstances	10	6.70	2.41	33	5.91	1.86

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	12	7.42	2.27	47	6.21	2.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.83	1.53	42	7.05	1.64

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	8	4.25	2.38	26	4.00	2.06
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	7.00	2.86	37	6.78	2.37
The World Bank Group's approvals and reviews are done in a timely fashion*	10	7.40	2.46	29	5.34	2.26
The World Bank Group's "Safeguard Policy" requirements are reasonable*	8	7.63	2.62	26	5.54	2.35
The World Bank Group's conditions on its lending are reasonable	8	6.00	3.12	21	5.29	2.49
The World Bank Group takes decisions quickly in Angola	8	4.50	3.07	27	3.81	2.15
Working with the World Bank Group increases Angola's institutional capacity	11	7.73	2.37	38	6.76	2.69
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	6.00	2.67	26	7.12	2.61
The World Bank Group provides effective implementation support	9	7.11	2.32	33	6.58	2.41

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Angola?	9	6.78	1.86	31	5.71	2.49

(1-To no degree at all, 10-To a very significant degree)

**G. Communication and Information Sharing**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	6	7.50	2.26	29	6.90	1.92
I find the information on the World Bank Group's websites useful.	6	7.83	2.48	31	7.52	1.90
The World Bank Group's social media channels are valuable sources of information about the institution	4	6.50	2.89	12	7.25	2.22
When I need information from the World Bank Group I know how to find it	11	7.09	2.77	35	6.17	2.63
The World Bank Group is responsive to my information requests and inquiries	7	5.14	3.34	20	5.65	2.92



Appendix E: Responses to Selected Questions by Year²⁰

*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

FY '12 Number of comparable respondents = 108 • FY '15 Number of comparable respondents = 83

By weighting, FY 2012 and FY 2015 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister	10.00%	10.00%
Government institutions	25.00%	25.00%
Bilateral/multilateral agencies	10.00%	10.00%
Civil society	20.00%	20.00%
Private sector	15.00%	15.00%
Academia	10.00%	10.00%
Media	10.00%	10.00%
Office of the President/Prime Minister	10.00%	10.00%

A. General Issues facing Angola

In general, would you say that Angola is headed in...?

Percentage of Respondents	FY 2012	FY 2015
The right direction	56.6%	53.0%
The wrong direction	15.2%	19.3%
Not sure	28.3%	27.7%

B. Overall Attitudes toward the World Bank Group

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Angola?	104	5.03	2.30	79	4.52	2.46

(1-Not familiar at all, 10-Extremely familiar)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.*	97	4.83	1.86	63	5.55	2.24

(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2012

²⁰ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Angola?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Angola*	86	5.34	2.01	54	6.55	2.24
The World Bank Group's work is aligned with what I consider the development priorities for Angola*	84	5.57	2.08	57	6.50	2.35
The World Bank Group supports programs and strategies that are realistic for Angola*	78	5.57	2.00	50	6.34	2.32
The World Bank Group treats clients and stakeholders in Angola with respect	80	7.14	2.21	35	6.49	2.13

*Significantly different between FY2015 and FY2012

To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
Responsiveness*	68	4.27	2.08	39	7.00	2.07
Flexibility (in terms of the institution's products and services)*	57	4.06	1.98	47	5.76	2.39
Flexibility (in terms of changing country circumstances)*	65	4.27	2.01	41	5.44	2.13
Being inclusive*	69	5.25	2.08	43	6.31	1.97
Openness (sharing data and other information)	83	6.57	2.23	44	6.62	2.43
Staff accessibility	74	6.13	2.54	42	6.12	2.37
Straightforwardness and honesty	71	6.66	2.01	49	6.22	2.81
Ease of access to the people at the World Bank Group who are making decisions important to my work				46	5.62	2.65
Collaboration with civil society				51	5.13	2.77
Collaboration with the Government*	79	6.79	1.89	49	7.89	2.02
Collaboration with other donors and development partners*	70	6.05	2.04	46	6.92	2.19
Collaboration with the private sector				39	5.19	2.19
The speed in which it gets things accomplished on the ground				44	5.93	2.47
Being a long-term partner				51	7.61	2.35

*Significantly different between FY2015 and FY2012

C. World Bank Group's Effectiveness and Results

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Angola? (1-Not effective at all, 10-Very effective)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
Education*	60	5.07	2.15	34	6.99	2.68
Health*	59	5.11	1.93	34	6.74	2.56
Municipal infrastructure				30	5.92	2.26
Water and sanitation*	73	5.04	2.24	39	6.35	2.87
Agriculture and rural development				41	6.63	2.29
Private sector development*	48	4.38	2.00	30	5.87	2.61
Poverty reduction*	84	5.02	2.14	44	6.23	2.74
Economic growth*	62	4.67	2.30	36	6.11	2.58

*Significantly different between FY2015 and FY2012

**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in Angola?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Angola	85	5.03	2.02	46	5.59	2.28
The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)	82	5.00	1.98	48	5.17	2.10

D. The World Bank Group's Knowledge Work and Activities

In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
Are timely*	69	4.24	1.89	47	6.49	2.32
Include appropriate level of stakeholder involvement during preparation*	73	4.66	2.07	41	6.55	2.30
Lead to practical solutions				42	6.46	2.38
Are accessible (well written and easy to understand)*	73	5.59	2.23	47	6.88	2.07
Are source of relevant information on global good practices*	86	6.29	2.05	50	7.60	1.99
Are adequately disseminated*	80	4.78	2.27	47	5.78	2.71
Are translated enough into local language	67	5.84	2.41	44	5.78	2.38
Are adaptable to Angola's specific development challenges and country circumstances*	79	5.32	2.04	44	6.36	2.04

*Significantly different between FY2015 and FY2012

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	89	6.31	2.04	57	6.73	2.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	81	6.54	1.96	52	7.54	1.62

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

*Significantly different between FY2015 and FY2012

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	52	5.35	2.30	34	4.15	2.26
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	84	5.94	2.26	48	7.33	2.32
The World Bank Group's approvals and reviews are done in a timely fashion	55	5.09	2.15	39	5.96	2.45
The World Bank Group's "Safeguard Policy" requirements are reasonable	55	6.27	2.15	35	6.38	2.55
The World Bank Group's conditions on its lending are reasonable	63	6.34	2.29	28	5.70	2.76
The World Bank Group takes decisions quickly in Angola				41	4.19	2.71
Working with the World Bank Group increases Angola's institutional capacity	79	6.71	2.29	51	6.89	2.94
Where country systems are adequate, the World Bank Group makes appropriate use of them	50	6.55	2.20	34	6.81	2.49
The World Bank Group provides effective implementation support				44	6.70	2.56

*Significantly different between FY2015 and FY2012

**G. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	FY 2012	FY 2015
Yes	25.3%	19.7%
No	74.7%	80.3%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	FY 2012	FY 2015
Yes	23.3%	18.3%
No	76.7%	81.7%

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	95.5%	71.4%
No	4.5%	28.6%

Do you have access to the Internet?

Percentage of Respondents	FY 2012	FY 2015
Yes	95.0%	100.0%
No	5.0%	0.0%

Do you use/have used the World Bank Group website?*

Percentage of Respondents	FY 2012	FY 2015
Yes	63.9%	49.2%
No	36.1%	50.8%

*Significantly different between FY2015 and FY2012

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	year					
	FY2012			FY2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	53	6.06	2.01	33	7.18	1.86
I find the information on the World Bank Group's websites useful.*	60	6.70	1.78	35	7.78	1.95
When I need information from the World Bank Group I know how to find it	65	5.76	2.47	45	6.72	2.76
The World Bank Group is responsive to my information requests and inquiries	46	6.28	2.51	27	5.18	3.06

*Significantly different between FY2015 and FY2012



Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Angola? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.	5.29	6.07	5.40	5.50	5.32	5.67	5.26	5.89	5.35	5.69	5.67	4.69
Overall the World Bank Group currently plays a relevant role in development in Angola	5.86	7.00	6.31	5.95	6.24	6.05	6.25	6.00	6.07	6.54	5.88	7.07
The World Bank Group's work is aligned with what I consider the development priorities for Angola	6.00	6.50	6.32	6.10	6.28	6.16	6.19	6.40	6.16	6.47	6.40	5.81
Responsiveness	6.46	7.30	6.65	6.79	6.88	6.27	6.64	6.89	6.81	6.45	6.79	6.38
Flexibility (in terms of the institution's products and services)	5.74	5.42	5.77	5.60	5.48	6.12	5.68	5.83	5.88	5.25	5.76	5.58
Flexibility (in terms of changing country circumstances)	5.73	5.27	5.74	5.58	5.43	6.20	5.57	6.00	6.00	5.00	5.72	5.64
Being inclusive	6.35	5.70	6.00	6.67	6.31	6.07	6.37	5.92	6.45	5.67	6.09	6.64
Openness (sharing data and other information)	6.38	7.00	6.53	6.53	6.53	6.53	6.61	6.36	6.54	6.50	6.30	7.40
Staff accessibility	5.97	6.91	6.29	6.46	6.36	6.31	6.13	6.79	6.23	6.62	6.49	5.78
Straightforwardness and honesty	6.22	6.50	6.10	6.84	6.51	6.07	6.30	6.62	6.46	6.15	6.38	6.36
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.17	6.64	5.68	5.79	5.66	5.81	5.33	6.47	5.58	6.08	5.64	6.00
Collaboration with civil society	5.54	4.55	5.26	5.58	5.17	5.87	5.33	5.50	5.77	4.00	5.11	6.15
Collaboration with the Government	7.33	8.58	7.91	7.13	7.60	7.85	7.59	7.81	7.44	8.21	7.86	7.00
Collaboration with other donors and development partners	6.40	7.10	6.91	6.33	6.76	6.73	6.61	7.08	6.39	7.82	6.88	6.30
Collaboration with the private sector	5.34	5.33	5.61	5.14	5.04	6.29	5.23	6.00	5.69	4.70	5.45	5.44
The speed in which it gets things accomplished on the ground	5.47	5.70	5.17	6.29	5.70	5.15	5.74	5.00	5.74	5.00	5.44	5.82
Being a long-term partner	7.46	8.09	7.63	8.00	7.62	8.06	7.70	7.92	7.76	7.75	7.97	7.08
To what extent does the World Bank Group's work help to achieve development results in Angola?	5.93	6.75	6.29	5.95	6.41	5.74	6.05	6.54	6.03	6.57	6.21	6.07
The World Bank Group's financial instruments meet the needs of Angola	4.88	5.91	5.53	4.85	5.50	5.00	5.19	5.67	5.10	5.92	5.42	5.08
The World Bank Group meets Angola's needs for knowledge services	4.97	5.00	5.29	4.80	4.97	5.47	4.91	5.69	5.33	4.62	4.97	5.64
The World Bank Group's knowledge work and activities are adaptable to Angola's specific development challenges and country circumstances	5.91	6.70	6.11	5.88	5.81	6.58	6.10	5.85	6.10	5.83	5.94	6.30
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.21	7.42	6.67	6.62	6.66	6.63	6.68	6.56	6.50	7.15	6.56	6.93
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.05	7.83	7.29	7.32	7.29	7.33	7.23	7.50	7.20	7.62	7.33	7.21
The World Bank Group takes decisions quickly in Angola	3.81	4.50	4.14	3.85	4.04	4.00	4.12	3.80	4.00	4.09	4.03	4.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.12	6.00	6.52	7.42	7.05	6.50	6.54	7.67	7.00	6.38	6.85	6.83

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Angola FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Angola

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Angola or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Angola, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Angola.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

SECTION A: GENERAL ISSUES FACING ANGOLA

A1. In general would you say that Angola is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Angola.			
Please identify which of the following you consider the most important development priorities in Angola? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Food security	18	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth (i.e., economic diversification, development of non-oil sectors)
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Private sector development
3	Economic growth (i.e., economic diversification, development of non-oil sectors)	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Natural resource management (e.g., oil, gas, mining)
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)	29	Trade and exports
15	Information and communications technology	30	Food security

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Angola? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B1. How familiar are you with the work of the World Bank Group in Angola?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

B2. Overall, please rate your impression of the World Bank Group's effectiveness in Angola.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Angola solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Angola? (Choose no more than THREE)							
1	Social protection (e.g., pensions, targeted social assistance)			17	Equality of opportunity (i.e., equity)		
2	Crime and violence			18	Private sector development		
3	Transport (e.g., roads, bridges, transportation)			19	Water and sanitation		
4	Agricultural development			20	Food security		
5	Global/regional integration			21	Climate change (e.g., mitigation, adaptation)		
6	Gender equity			22	Poverty reduction		
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			23	Trade and exports		
8	Health			24	Economic growth (i.e., economic diversification, development of non-oil sectors)		
9	Rural development			25	Law and justice (e.g., judicial system)		
10	Foreign direct investment			26	Regulatory framework		
11	Education			27	Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)		
12	Energy			28	Natural resource management (e.g., oil, gas, mining)		
13	Job creation/employment			29	Anti corruption		
14	Financial markets			30	Information and communications technology		
15	Urban development			31	Disaster management		
16	Environmental sustainability						

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Angola? <i>(If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</i>													
		Not effective at all										Very effective	Don't know
B6	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Angola to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? <i>(If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</i>													
		Not important at all										Very important	Don't know
B9	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Angola
17	Other (please specify): _____
18	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Angola? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Angola? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Angola?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B16	Overall the World Bank Group currently plays a relevant role in development in Angola												<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Angola												<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Angola												<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Angola with respect												<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following?

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B20	Responsiveness												<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B23	Being inclusive												<input type="checkbox"/>
B24	Openness (sharing data and other information)												<input type="checkbox"/>
B25	Staff accessibility												<input type="checkbox"/>
B26	Straightforwardness and honesty												<input type="checkbox"/>
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
B28	Collaboration with civil society												<input type="checkbox"/>
B29	Collaboration with the Government												<input type="checkbox"/>
B30	Collaboration with other donors and development partners												<input type="checkbox"/>
B31	Collaboration with the private sector												<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
B33	Being a long-term partner												<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B34. To be a more effective development partner in Angola, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Angola?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases (e.g., Ebola, Dengue, Malaria, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth (i.e., economic diversification, development of non-oil sectors)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Angola? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Municipal infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C3. Where are the World Bank Group's decisions made primarily that support the program in Angola? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Angola?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

To what extent do you agree with the following statements about the World Bank Group in Angola?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Angola	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Angola?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know



SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities:

	To no degree at all										To a very significant degree		Don't know
	1	2	3	4	5	6	7	8	9	10			
D2	Are timely											<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation											<input type="checkbox"/>	
D4	Lead to practical solutions											<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)											<input type="checkbox"/>	
D6	Are source of relevant information on global good practices											<input type="checkbox"/>	
D7	Are adequately disseminated											<input type="checkbox"/>	
D8	Are translated enough into local language											<input type="checkbox"/>	
D9	Are adaptable to Angola's specific development challenges and country circumstances											<input type="checkbox"/>	

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Angola	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Angola's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Angola?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

E11. Which of the following best describes the way the World Bank Group operates in Angola? (Select only one response)	
1	The World Bank Group takes too much risk in Angola
2	The World Bank Group does not take enough risk in Angola
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the WBG's support in Angola? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Angola
2	The World Bank Group is not sufficiently selective in Angola, and it is involved in too many areas of development
3	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN ANGOLA**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Angola? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Angola's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Angola's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of reimbursable advisory services (RAS)
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Angola, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Angola? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Angola
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Angola? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G11	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
G13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G14	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Angola? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. If yes, what was your view of how the two institutions work together in Angola?
(Select only ONE response)

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in Angola?
(Choose no more than TWO)

- | | |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data |
| 3 | Engage in World Bank Group related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank Group website for information, data, research, etc. |

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|----------|
| 1 | Luanda |
| 2 | Benguela |
| 3 | Huambo |
| 4 | Other |

Thank you for completing the survey!